

U.S. Department of the Interior

DOI TRAVEL NEWSLETTER

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IN THE NEWS

Increased Fares

The six largest U.S. airline carriers have increased domestic fares by \$5 one-way, and \$10 roundtrip, effective June 1. American initiated the increase and the other five carriers (United, Delta, Northwest, Continental and US Airways) followed suit.

Flight Tracker

Want to know where a flight is? Using USA Today's real-time Flight Tracker, you can track a flight at no cost if you have the flight number, or know when it is supposed to depart or arrive. Flight Tracker is available only for flights that are either airborne or scheduled to depart within two hours. Flights that have landed are no longer tracked, but the arrival and departure times will be noted. Click on <http://www.usatoday.com/tinktank/btb/radisson/radisson.htm>

Airplane Seat Information

SeatGURU.com is the source for airplane seat information. If you have a long flight coming up and want a quiet, comfortable seat, you may want to check to see

are required to use OWT to arrange for common carrier transportation, lodging, and rental car(s).

OWT also provides an online booking tool, Trip Manager, for traveler convenience. If a traveler is discov-

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which seat best meets your needs. The site will also alert you on seats with extra leg room and seats that do and do not recline. To find the seat that best suits your needs, simply click on this site:

<http://www.seatguru.com/>

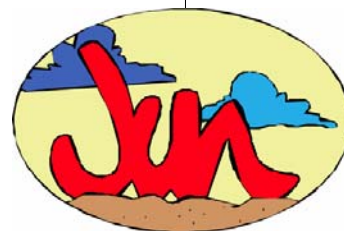
On Booking Flights Directly With Airlines

Travelers have inquired about booking flights directly with the airlines. Under a nationwide contract with DOI, Omega World Travel (OWT) provides travel management services to all employees. All DOI travelers

ered using another Travel Agency, booking tool, or calling an airline directly, the traveler will be responsible for any additional costs that result from the unauthorized use, and will be subject to any penalties the Department may impose. Thus, travelers must book their official travel through OWT. Once enroute, travelers may contact other airlines, as necessary, to complete their itinerary. For more information on the Department's policy relating to travel management service, click on <http://www.doi.gov/pfm/oden/ch301-50.html>.

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Data Sources for DOI Travel Newsletter: Much of the travel industry information contained in this newsletter was obtained from public domain sources such as newspapers and the Internet, and was current at the time of publication. Travel industry information is provided solely for the use and information of DOI employees.

DOI TRAVELER INFORMATION

How Do I Submit Comments Relating to Travel Service?

Travelers are reminded that there is a means of communicating comments, suggestions, and feedback relating to the Department's Travel Management Center. Your input is valuable and will help us to improve the TMC. Please click on:

<http://www.doi.gov/pfm/tmc/feedback.html>

Omega World Travel Conversion Helps Prepare the Department for E-Travel

A memorandum from Assistant Secretary, Policy, Management and Budget, dated April 14, 2003, announced the cost savings and planned improvements in service with OWT (<http://www.doi.gov/pfm/fam03-12.html>). Since the release of this memo, the following developments have occurred.

How Does This Transformation Prepare the Department For E-Travel?

E-Travel is coming to DOI!! The Department is preparing travelers for the GSA E-Travel end-to-end solution anticipated to be released in December 2003.

E-Travel will automate and consolidate the travel process through self-service. When complete, E-Travel will allow travelers to plan, obtain travel authorizations, make reservations, complete a travel voucher, and apply payments to their Bank of American Travel Charge Card. Omega World Travel (OWT) has already provided an on-line booking tool through Trip Manager.

What Are the On-site/Call Center Modifications?

In an effort to cut costs, the Department requested that Omega World Travel (OWT) consolidate the existing structure of call centers and on-site offices into three large call centers. The last day of business for Omega World Travel on-sites in Denver, Reston, and Wash-



ington, DC was Friday, May 2, 2003. The Boise, Idaho on-site (which supports the Wildland Fire Community) and the on-site facility in Anchorage, Alaska (whose operating costs are absorbed by OWT) continue to remain open. The three large call centers are located in York, Pennsylvania, Jacksonville, North Carolina, and Salt Lake City, Utah. You can find more information about the new infrastructure on the PFM website at: http://www.doi.gov/pfm/tmc/omega_closing.html

How Do I Obtain Travel Service?

On May 5, 2003, OWT implemented an enhanced toll-free number phone system that is able to distribute calls evenly in real time among three large call centers to capitalize on volume while maintaining optimum operating efficiency. To obtain service from OWT, please refer to the new phone list at: http://www.doi.gov/pfm/tmc/tmc_number.html. The Emergency 24-hour number remains the same at: (800) 964-6342.

Have the Transaction Fees Been Reduced?

As a result of the conversion to the consolidated call center structure, the existing transaction fees for arranging travel were adjusted. Table 1 shows the new reduced OWT transaction fees effective May 5, 2003.

Can I Still Obtain Paper Tickets?

Most airlines now charge an additional price for customer requested paper tickets when e-tickets are available. Many airlines are in the process of phasing out paper tickets completely. If you insist on paper tickets or are traveling to a location where e-tickets are not available, you must make your reservation

Table 1

Travel Arranged Through:	Cost per Ticketed
Call Center (Salt Lake City, UT; York, PA; or Jacksonville, NC)	\$23.59
Boise, ID on-site and the Secretary's immediate office	\$24.69
Anchorage, AK on-site, Guam and Okinawa bookings	\$25.24

far enough in advance to have the paper ticket delivered. OWT will charge a fee of \$6.00 for overnight mail.

How Do I Arrange International Travel?

Telephone, fax, or e-mail your call center to arrange international travel. Since international travel arrangements are normally planned with a considerable amount of lead time, the tickets will be delivered well in advance of the travel date.

Has Anything Changed When Arranging Southwest Airlines Travel?

Arranging travel on Southwest Airlines has not changed. Please continue to call the Southwest Desk at (877) 867-9005 or fax (910) 445-3983.

Saving Money on Rental Cars

When you are on travel, the Department does not require you to use any one particular rental car company; however, you must select from companies that are participating in the agreement with DOD, and should represent the lowest cost when all factors are considered (ie, location of the pick up and drop off points and availability of compact size rental rates). DOD administers

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this agreement through their Military Traffic Management Command (MTMC) for all Government agencies and the companies participating in the agreement must provide current model cars and insurance as part of the rental fee. In addition, the companies may not charge for authorizing additional government drivers.

If a rental car has been approved on your travel authorization, you are authorized to rent a compact size car, unless you are transporting a large amount of Government property that requires a larger car or you are providing transportation to more than two other employees who are on official travel.

Please be sure to research prices, because there is a great variability in prices charged. Table 2 lists the top nine locations where DOI travelers use rental cars. The blank boxes indicate that the company does not provide rental cars at that location.

For a listing by city of rental car companies that participate in the MTMC program:
<http://www.fedtravel.com/gsa/cars.asp?flights=&cars=&hotels=&trains=&PDA=&Home=Y>.

Code-share Flights

Travelers have requested clarification when traveling airlines code-share flights. Many airlines have begun to code-share. Code-share offers the ability for airlines to sell tickets on each others' flights while remaining independent. When you book with one airline, and your flight is on a plane owned by another airline, check in with the booking airline that issued the ticket. If you have questions on policies and procedures, check with OWT or the originating carrier.

Trip Manager Corner

Good news! More and more DOI travelers are using Trip Manager!! DOI hit 4430 air segments, 687 car and 449 hotel rentals in April! This increase in

Table 2

Compact Car	Boise	Portland	Tucson	Wash DC	Phoenix	Denver	Las Vegas	Albuquerque	San Diego
Advantage Rent-A-Car					\$49	\$43		\$43	\$43
Alamo		\$46	\$46	\$50	\$46	\$46	\$46	\$46	\$46
AVCAR Rental, Inc.		\$29							
Avis		\$49	\$49	\$54	\$49	\$49	\$49	\$49	\$49
Budget	\$45	\$45		\$49	\$45	\$45	\$45	\$45	\$45
Dollar Rent A Car	\$50	\$50			\$50	\$50	\$50	\$50	
Enterprise Rent A Car	\$43	\$43		\$47	\$43	\$43	\$43	\$43	\$43
Fox Rent A Car									\$37
Hertz	\$49	\$49		\$50	\$49	\$49	\$49	\$49	\$49
National Car Rental	\$47	\$47		\$51	\$47	\$47	\$47	\$47	\$47
Payless Car Rental						\$31	\$31		\$31
Southwest Car Rental									\$34
Thrifty Rent A Car	\$47	\$47		\$48	\$47	\$47	\$47	\$47	\$47
Difference among Providers (\$ per day)	\$7	\$21	\$3	\$7	\$7	\$19	\$19	\$7	\$18

use can be attributed to a recent memorandum that was sent to all DOI personnel and a recent drive to reintroduce Trip Manager to all Bureaus.

On March 24, 2003, Lynn Scarlett, Assistant Secretary Policy, Management and Budget signed a travel memorandum. This memorandum provided guidance in managing travel. The Assistant Secretary requested all Bureaus establish a FY 2003 goal to reduce travel expenditures by a minimum of 10 percent, as compared to FY 2002. One of the recommended actions was to increase use of Trip Manager, the on-line booking en-

gine to reduce transaction fees. To read more, go to:

<http://www.doi.gov/pfm/fam0309a.pdf>

Each Bureau Trip Manager System Administrator (http://www.doi.gov/pfm/tmc/tmc_system_admin.html) has been diligently preparing adoption goals for their Bureau. Training has been ongoing. The training sessions are intended to teach travelers how to book a flight, select an airline seat, arrange for a rental car, make hotel reservations, print itineraries, and more. A variety of training sessions have been offered, such as hands

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on training, train-the-trainer, live demonstrations, and Web-based training sessions. If you have not received training, and are interested in learning how to use Trip Manager, please contact your Bureau System Administrator.

Trip Manager will reduce the travel transaction fee by over \$13.00 per ticketed transaction. Trip Manager is tailored to Government travel, simplifies and gives control to the traveler, saves time and money, effectively manages and enforces Government travel policies, allows the traveler to view all flights prior to making a selection, and is available 24 hours a day/7 days per week. If you haven't been introduced to Trip Manager, please view the tutorial at:

http://www.tripmanager.com/gt/prod_solutions.html. You'll be glad you did!

Recent Policy Announcements

Planning and Performing Official Overseas Travel during Periods of Possible Conflict

Assistant Secretary, Policy, Management and Budget, signed a memorandum on March 12, 2003, containing guidance for planning and performing official overseas travel during periods of possible conflict. The memorandum stated "As a general rule, travel to overseas areas of possible conflict must always be mission-critical, and should be avoided whenever possible." To read the entire memorandum, go to: <http://www.doi.gov/pfm/fam0308a.pdf>.

Recording and Reporting Travel Costs

Travelers are reminded of the importance of capturing and recording travel cost information in the detail prescribed by Appendix C, 41 CFR (Federal Travel Regulation). In particular, travel expenditures must be recorded in the accounting system by trip purpose, travel type, and appropriate budget object class. For more information, go to: <http://www.doi.gov/pfm/fam03-10.html>.

Use of United States Flag Air Carriers

There are very specific requirements for international travel. Anyone whose air travel is financed by U.S. Government funds, with a few exceptions, is required to use a U.S. flag air carrier. A trip-by-trip travel authorization and a copy of the travel authorization must be provided to the TMC prior to release of the ticket. For more information, please read the latest revision of 347 DM DOI FTR implementing instructions at: <http://www.doi.gov/pfm/fam0217a.pdf>.

OWT Airline Ticket Data

The following table shows updated OWT airline ticket data.

OWT Airline Ticket Data		
April 2002 — April 2003		
	Tickets Issued	Dollar Value (in millions)
Apr	18,665	\$6.31
May	18,923	6.49
June	13,180	5.72
Jul	17,487	6.24
Aug	15,428	6.69
Sep	14,661	4.69
Oct	18,406	6.77
Nov	14,273	4.61
Dec	7,453	3.16
Jan	13,609	5.50
Feb	13,460	5.44
Mar	14,468	5.80
Apr	14,577	5.88
TOTAL	194,590	\$73.0

Travel Contacts and Web Sites:

Newsletter: Tamara L. Peyton,, tamara_l_peyton@ios.doi.gov 202.208.6227

TMC Administrator: Tamara L. Peyton, tamara_l_peyton@ios.doi.gov 202.208.6227

Omega World Travel: Jackie Boley, jboley@owt.net 703.359.0200, ext.369

TMC Comments and Feedback Form: www.doi.gov/pfm/tmc/feedback.html

DOI Online Quality Assurance Form: www.doitravel.com/online_survey.html

DOI Travel Profile: https://profiler.owt.net/doi_2001

TripManager: www.tripmanager.com/doi

Omega World Travel www.doitravel.com

DOI Travel Policy www.doi.gov/pfm/travel.html

This newsletter is available on the Internet at: www.doi.gov/pfm/travel_newsletter