

# U.S. Department of the Interior

## DOI TRAVEL NEWSLETTER

Published by: Office of Financial Management

Volume 4, Issue 2

March 2004



### IN THE NEWS

#### Timesaving Kiosks for Check-in

Continental, Delta, and Northwest airlines have extended their self-service kiosk networks for code-share travelers. For example, Continental and Delta-ticketed customers originating their travel on Northwest-operated flights will be able to use Northwest's kiosks to check in.



#### US-VISIT Program Update

The new US-VISIT program, the entry-exit visitor tracking program, that went into effect on January 5, 2004, has paid off. On March 4, 2004, at the House Government Reform Committee, Homeland Security reported that during the first several weeks of the program, a fugitive, felon, drug trafficker, and false documented traveler were apprehended. A privacy policy has also been approved.

#### Several Airlines Raise Fares, Then Lower Fares Again

Continental Airlines recently increased the price of airfares to help absorb the escalated jet fuel costs. American, United, Delta and US Airways were quick to follow. When Northwest refused to join them, the other airlines yet again lowered their prices. This is the third time in the last few months that an airfare increase has failed to stick. Steadily rising fuel costs may lead them to attempt an increase once more.

#### Some Airlines Drop Restriction on "Saturday Night Stay Rule"

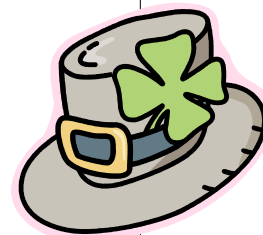
In the past the "Saturday night stay rule" was designed as a barrier to business travelers accessing cheaper fares designed for the leisure market. Airlines required a weekend stay as a prelude to cheaper fares.



Alaskan Airlines, Southwest, America West, and AirTran have abolished the Saturday night stay rule making lower costs available to all travelers. The Saturday night stay restriction often doubled or tripled the price on a ticket.

#### Inside this issue:

New Transaction Fees	2
Call Centers	2
Travel Charge Cards	2
Gas Purchase Controls	3
Travel Card Training	3
Outsourcing FPLP	3
Per Diem Increase	3
Trip Manager's Corner	3
Traveler's Tip Bits	4
OWT Ticket Data	4



**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

## New Agent Assisted Transaction Fees

Effective March 1, 2004, Omega World Travel (OWT) introduced new agent assisted transaction fees (see Table 1). The new pricing structure is a continued incentive for using Trip Manager, the online booking engine. Trip Manager provides DOI travelers the ability to create, change, and view simple official air, car, and hotel reservations via the Internet 24 hours per day/7 days per week. Using Trip Manager adds up to a significant savings for your Bureau, only \$10.50 per transaction.

## Obtaining Service from the DOI Travel Management Service Provider

As you may know, DOI has three call centers: York, Pennsylvania, Salt Lake City, Utah, and Jacksonville, North Carolina (Table 2). These three locations were put into place to balance the demand for travel. Please verify that you are dialing the appropriate number for your geographic location. This is particularly important given that three different transaction fees apply for agent assisted travel.

## Travel Charge Card Holders Beware

Several reports of external fraudulent activity, "phishing," targeted toward or affecting the government's charge card program have recently occurred. Deceptive e-mails have been circulating asking cardholders to "reactivate" accounts due to a "technical security update." The e-mail directs the recipient to click on a link that redirects them to a "phisher" page, one that mimics the service provider's legitimate Web site. It then asks for personal information such as account number, password, and Social Security number. Entering personal data to that site could result in identity theft. The scam artist can make hundreds to thousands of dollars in purchases with this information.

Table 1

Transaction Fee	2003 (3/1-2/29)	2004 (3/1-2/28)
Trip Manager Online Reservations	\$10.50	\$10.50
Travel arranged through one of the Three Call Centers	\$23.59	\$24.06
Secretary's immediate office and the Boise, ID onsite	\$24.69	\$25.18
Anchorage, Alaska office (this fee also applies to all Guam and Okinawa bookings)	\$25.24	\$26.47

Similar scams have also been conducted by telephone. The unknown caller, falsely identified as a bank employee working with the government charge card program, claims to be investigating suspicious card activity. The caller proceeds to request account numbers, social security numbers, and other personal information.

Bank of America will always announce any requests for information formally and in advance or coordinate requests for such information through your A/OPC.

Survival Strategy for safeguarding your personal information:

- Never provide account numbers, social security numbers, or other personal information unless you initiated the call or request
- Never provide account numbers, passwords, or Social Security number information via e-mail.
- Never leave your card or receipts lying around.
- Immediately report attempts to retrieve data from an outside source to:

Table 2

Call Center	Toll Free Number and Fax	Hrs of Operation (Mon - Fri)
York, PA	1-866-348-9527 1-717-699-2131 (fax)	7:30am—5:30pm (EST)
Salt Lake City, UT	1-866-348-9528 1-801-359-1828 (fax)	6:30 am—6:30pm (MST)
Jacksonville, NC	1-866-348-9525 1-910-455-3983 (fax)	8:00am—9:00pm (EST)
<b>On-Site</b>		
Anchorage, AK	1-907-569-3822 (local) 1-877-434-1560 907-569-3823 (fax)	7:30am—5:30pm (AST)
Boise, ID	208-672-9911 1-877-434-1562 208-672-9922 (fax)	7:30am—5:30pm (MST)
<b>Special Services</b>		
After Business Hrs (24/7) (To be used only when the assigned call center is closed)	800-964-6342 414-325-5045 (fax)	24 hours / 7 days per week
24/7 Fire Fighter Desk (To be used only when the assigned call center is closed)	1-866-785-5875 414-325-5045 (fax)	24 hours / 7 days per week
Southwest Desk	877-867-9005 910-455-3983 (fax)	8:00am—9:00pm (EST)
Hotel/Car Only Desk (No transaction fee)	877-867-9013 910-455-3983 (fax)	8:00am—9:00pm (EST)
Indian Educational Travel	877-517-3417 910-989-0990 (fax)	8:30am—9:00pm (EST)
Hearing Impaired	877-288-0274 or 414—325-5152 414-325-5045 (fax)	24 hours / 7 days per week
Trip Manager Desk	888-879-6020 800-268-1075 (fax)	8:00am—11:00pm (EST)
Fire Fighters	1-877-517-3417 910-989-0990 (fax)	7:30am—5:30pm (MST)

## DOI TRAVELER INFORMATION

o Bureau A/OPC:  
<http://www.doi.gov/pam/chargecard/bureauAPCs.html>

o Bank of America

- Domestic: 1-800-472-1424

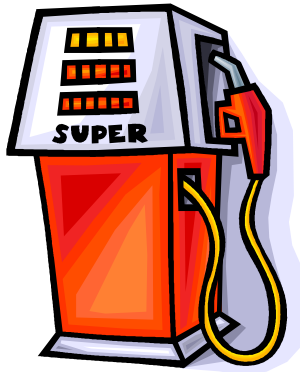
- TTY/TDD access: 1-800-672-0779

o Outside of the U.S., call collect: 757-441-4124

### Additional Controls for Gasoline Purchases

Some gasoline stations are now requiring a zip code input at the pump when using a Government Charge Card.

This latest request is designed to prevent fraud on Government Charge Cards. The gas purchase will not be authorized at the point of sale, until the billing zip code is entered. The system will then search to match the billing zip on your account with the number you entered.



### Travel Charge Card Training

A new web based Travel Charge Card Training Program has been developed to ensure employees have the knowledge and latest information to properly use and manage government-issued travel charge cards. This program is mandatory for all travel cardholders.

Current cardholders will receive a notice to complete training within 30 days of receipt. The average time spent to complete the training is approximately one hour. Employees applying for a new account, and who are not current cardholders, must complete the training prior to application processing. A/OPCs will deactivate (temporarily close) accounts of current cardholders who do not complete the training within 30

days after receiving notice, unless an extension is requested and granted. The accounts may be reactivated upon the cardholder's completion of the training requirement.

### Outsourcing the Federal Premier Lodging Program (FPLP)

The General Services Administration (GSA) plans to outsource the management of the hotel program for government travelers, Federal Premier Lodging Program (FPLP). The FPLP operates in the 70 top markets in the U.S., with over 650 hotels under contract. The program has struggled from the beginning. Travelers have watched many per diem rates rise considerably in the locations where FPLP has been activated. Travel Agencies are not pleased that participating Hotels are not required to pay commissions. There have also been complaints that GSA has been slow to load FPLP rates in the GDS. GSA anticipates a private contractor will better serve the program.



### 2004 G8 Summit Triggers Per Diem Increase

President Bush will host the 30th G8 Summit in Sea Island, Georgia, from June 8 through 10, 2004. The G8 Summit includes the Leaders of the world's major industrial nations who meet and discuss the issues facing the world in an informal setting. The members are the United States of America, French Republic (France), Russian Federation (Russia), United Kingdom, Federal Republic of Germany (Germany), Japan, Republic of Italy, and Canada. Representatives from the European Union also attend the annual G8 Summit.

As a result of the G-8 Summit, lodging and meal rates have increased for travel to Sea Island, St. Simons Island and Jekyll Island (Glynn County) and Savannah (Chatham County), Georgia. The Administrator of the General Services

has increased the maximum per diem amount to cover travel during the period February 1, 2004 through August 1, 2004, for U.S. Government employees and members of the uniformed services attending and/or participating in the G-8 Summit. The maximum rate of Sea Island, St. Simons Island and Jekyll Island is \$230 for lodging and \$54.00 for meals and incidental expenses not to exceed \$284.00. The maximum rate for Savannah (Chatham County) during the period February 1, 2004 through August 1, 2004, is \$230 for lodging and \$43 for meals and incidental expenses not to exceed \$273.00.

### Trip Manager's Corner

#### *Trip Manager Desk Extends Hours*

Good News! Due to the Department's growing use of Trip Manager, effective February 23, 2004, the Trip Manager Desk extended operating hours. The new hours are Monday through Friday, 8:00 a.m. to 11:00 p.m. EST. The Department has increased the adoption rate of Trip Manager to 11.18% during the first quarter of FY 2004. (Special mention to OSM travelers who used Trip Manager 35%; BOR 20%; USGS 19% during first quarter.) Trip Manager travelers saved the Department over \$50,000. What a great way to start out the year! During the month of January, 3,065 air segments, 394 hotel rooms, and 699 rental cars were reserved on Trip Manager. In February, Trip Manager had 3,438 air segments, 400 hotel rooms, and 751 rental cars. Second quarter is progressing favorably, too!

If you have used Trip Manager, please share your experience and knowledge with your coworkers. If you need assistance, please contact your Bureau Trip Manager System Administrator ([http://www.doi.gov/pfm/tmc/tmc\\_system\\_admin.html](http://www.doi.gov/pfm/tmc/tmc_system_admin.html)).

# DOI TRAVELER INFORMATION

## The "...9999..." Error

Some Trip Manager users have been experiencing a "...9999..." error when booking a car. When a user enters special characters in the "Special remarks" to car company, e.g. a slash ( / ), this will cause the "...9999..." error response. Please remove special characters from the special remarks fields when booking cars or when storing information in your profile. For example:

Error response occurs	non smoking car/no GM
Error response avoided	non smoking car no GM

## TRAVELER "TIP BITS"

### TSA Claim Form for Missing or Damaged Items (SF95)

Transportation Security Administration (TSA) screeners exercise great care during the screening process to ensure that your contents are returned to your bag every time a bag needs to be opened. TSA will assess on an individual basis any loss or damage claims made to TSA. You may call the TSA Contact Center (<http://www.tsa.gov/public/display?theme=157>) toll-free at 1-866-289-9673 if you have questions. To file a claim, please complete form SF95 ([http://www.tsa.gov/public/interapp/editorial/editorial\\_1028.xml](http://www.tsa.gov/public/interapp/editorial/editorial_1028.xml)) . This form includes instructions for completion.

## OWT Airline Ticket Data

The following table shows updated OWT airline ticket data.

OWT Airline Ticket Data		
January 2003 – February 2004		
	Tickets Issued	Dollar Value (in millions)
Jan	13,609	\$5.50
Feb	13,460	5.44
Mar	14,468	5.80
Apr	14,577	5.88
May	13,185	5.53
Jun	10,681	4.60
Jul	11,837	5.30
Aug	11,355	4.94
Sep	9,844	4.14
Oct	14,926	6.46
Nov	11,602	4.86
Dec	6,995	2.85
Jan	12,024	4.85
Feb	12,702	5.12
<b>Total</b>	<b>171,265</b>	<b>\$71.27</b>

## 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:** Viola Thompson,  
vthompson@owt.net  
703.359.0200, ext.392

**TMC Comments and Feedback Form:**  
[www.doi.gov/pfm/tmc/feedback.html](http://www.doi.gov/pfm/tmc/feedback.html)

**DOI Online Quality Assurance Form:**  
[www.doitravel.com/online\\_survey.html](http://www.doitravel.com/online_survey.html)

**DOI Travel Profile:**  
[https://profiler.owt.net/doi\\_2001](https://profiler.owt.net/doi_2001)

**TripManager:**  
[www.tripmanager.com/doi](http://www.tripmanager.com/doi)

**Omega World Travel**  
[www.doitravel.com](http://www.doitravel.com)

**DOI Travel Policy**  
[www.doi.gov/pfm/travel.html](http://www.doi.gov/pfm/travel.html)

This newsletter is available on the Internet at:  
[www.doi.gov/pfm/travel\\_newsletter](http://www.doi.gov/pfm/travel_newsletter)