

DOI TRAVEL NEWSLETTER

Published by: Office of Financial Management

Volume 6, Issue 4

October - November 2006



IN THE NEWS

Passport Requirement Rescheduled

January 23, 2007 is the re-scheduled starting date requiring ALL persons traveling by air between the United States and Canada, Mexico, Central and South America, the Caribbean, and Bermuda to present a valid passport, Air NEXUS card, U.S. Coast Guard Merchant Mariner Document, or an Alien Registration Card. This new date is a two week delay from the original start date of January 8.

United Airlines Allows Frequent Flyer Miles Transfers

United Mileage Plus Transfer Miles can now be shared. This program allows transfers up to 60,000 miles per calendar year. There is a 5,000 mile minimum and 15,000 mile maximum per recipient. United charges a penny a mile fee plus a \$35 transaction fee for the transfer. Transferring 15,000 miles to another person's frequent flyer account will cost \$150 (penny a mile) plus \$35 (transaction fee) for a total of \$185.

Airport Retail Sales Escalate

Shopping and eating at the airport has improved since security requirements made travelers arrive earlier for

their flights. Given that most airlines no longer serve meals, many travelers buy food before taking off, and as a way to pass the time, travelers are shopping. Additionally, many of the restaurants are discovering a large percentage of their customers are airport workers.

Selecting a Hotel Room

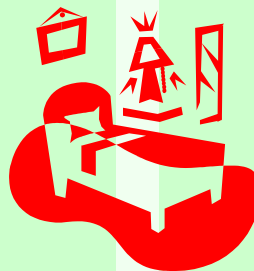
Selecting an airplane seat online, is coming to hotels! In 2007, Homewood Suites by Hilton intends to launch a phased in "Suite Selection" program allowing guests to select rooms by viewing floor plans and room photos. Online check-in within 24 hours of arrival will also be available with the opportunity to view the exact room assignment. Initially, this program will be available only to Hilton Diamond and Gold HHonors members and only at select Homewoods. All hotels are anticipated to have the program by the end of 2007, permitting anyone with a profile to participate.

Re-booking a Non-refundable Ticket

Using GSA's negotiated contract city pair fares are mandatory, unless a valid exception is approved or a negotiated contract city pair fare does not exist. There may be occasion when a purchased restricted ticket will not be used due to un-anticipated circumstances. Most major airlines allow traveler's who cancel non-

refundable tickets before the departure dates to use the value of that ticket on a new ticket within one year of the date the unused ticket was purchased. If the reservation is not cancelled prior

to the flight, the ticket has no refund value. Re-booking fees vary depending on the airline, but most airlines charge about \$100 to transfer the value of your old ticket to a new ticket. Additionally, the traveler may have to pay the difference in airfare if the current airfare is higher than the price paid for the original ticket. The new ticket can be issued to a completely new destination, but must be on the same airline.



Inside this issue:

Travel Service Pricing	2
Quality Assurance Survey	2
Non-Contract Fares	3
FedRoom Survey	3
Travel Arrangers	4
Fraud Watch	4
Traveler Tip Bits	4
Contacts/Statistics	5



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



Changes in the Travel Service Pricing Involving CW Government Travel

Effective Sunday, November 12, 2006, the following transaction fees were assessed by Carlson Wagonlit Government Travel (CWGT):

1. Self Service Domestic or International Travel with Air and/or Rail (Lodging and/or Rental Car included) arranged by Sabre/GetThere, CWGT's On-line Booking Tool - **\$10.50** per ticketed transaction (NO CHANGE)
2. Self Service Domestic or International Travel without Air and/or Rail (Lodging and/or Rental Car Only) arranged by Sabre/GetThere, CWGT's On-line Booking Tool - **\$6.25** per trip
3. Non-Self Service Domestic or International Travel with Air and/or Rail (Lodging and/or Rental Car included) arranged by CWGT traditional travel agent service - **\$26.00** per ticketed transaction
4. Non-Self Service Domestic or International Travel without Air and/or Rail (Lodging and/or Car Rental Only) arranged by CWGT traditional travel agent service - **\$11.50** per trip

Are There Other Ways To Make Travel Arrangements?

The Federal Travel Regulation (41CFR 301) has made it mandatory to use a travel management system. The Department is also responsible to accurately report travel information relating to trips taken, hotel nights booked, Fly America Act compliance, Contract City-

Pair compliance, rental car use, etc. Therefore, travel must be booked



through CWGT, DOI's Travel Management Center (TMC).

CWGT has provided the Department with GetThere, an on-line self-booking tool. GetThere 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 GetThere adds up to a significant savings for your Bureau, only \$10.50 per transaction.

While GetThere is capable of handling international travel, the Department has decided that it is not cost-effective to do so at this time, due to the complexities

involved in arranging travel and subsequent itinerary changes. In addition, difficulties may arise when arranging hotel accommodations, because many overseas lodging establishments are not aligned with the

commonly used Travel reservation systems. The Department does, however, allow simple international trips via GetThere using GSA contract city pair fares.

Quality Assurance Survey

The Department is committed to ensuring that DOI travelers receive consistent, high quality service in support of their mission-oriented travel from our

travel service provider, Carlson Wagonlit Travel (CWT). In order to obtain reliable information to assess the quality of service, the Department periodically conducts a Quality Assurance Survey.

Beginning Wednesday, December 6, 2006, a web-based DOI Quality Assurance survey will be available.

Within 5 workdays after completion of travel, travelers who



Your experience counts!

made reservations using the traditional agent assist service will be asked to participate in the survey. Carlson will distribute a survey link via e-mail to travelers. This survey request for data will continue over the next several months. The Department and Carlson are discussing options to survey DOI employees without internet access.

If you receive a survey, please take a few moments to reflect on your recent experience in making reservations, obtaining itineraries, and ticketing experience. To ensure the validity of survey results, please be sure to describe only the travel service experiences that occurred during the trip in question.

Your assistance in completing the questionnaire is critical in helping the Department assess the overall quality of travel services.

Please be sure to answer all questions. If a particular question does not apply to your specific experience, please be sure to check the "N/A" category. A comments box is provided for specific compliments, suggestions, or criticisms. When you are finished, please remember to click the "submit" button at the bottom of the page.

At a later date, a survey will be conducted to obtain self service On-line Booking Engine (OBE) data on the GetThere product.

Federal Travel Regulation

§301-50.3 Must I use the ETS or TMS to arrange my travel?

Yes, if you are an employee of an agency as defined in §301-1.1 of this chapter, you must use the eTravel Service when your agency makes it available to you. Until then, you must use your agency's existing Travel Management System (TMS) to make your travel arrangements.

DOI TRAVELER INFORMATION

Using Non-Contract City Pair Airfares

The General Services Administration (GSA) amended the Federal Travel Regulation (FTR), by adding new requirements that address the use of other-than contract city pair airfares:



Requirements:

301-10.108 What requirements must be met to use a non-contract fare?

(a) Before purchasing a non-contract fare you must meet one of the exception requirements listed in 301-10.107 (see below) and show approval on your travel authorization to use a non-contract fare; and

(b) If the non-contract fare is non-refundable, restricted, or has specific eligibility requirements, you must know or reasonably anticipate, based on your planned trip, that you will use the ticket; and

(c) Your agency must determine that the proposed non-contract transportation is practical and cost effective for the Government.

Note to 301-10.108: Carrier preference is not a valid reason for using a non-contract fare.

Exceptions:

301-10.107 Are there any exceptions to the use of a contract city-pair fare?

Yes, your agency may authorize use of a fare other-than a contract city-pair fare when—

(a) Space on a scheduled contract flight is not available in time to accomplish the purpose of your travel, or use of contract service would require you to incur unnecessary overnight lodging costs which would increase the total cost of the trip;

(b) The contractor’s flight schedule is inconsistent with explicit policies of your Federal department or agency with regard to scheduling travel during normal working hours;

(c) A non-contract carrier offers a lower fare to the general public that, if used, will result in a lower total trip cost to the Government (the combined costs of transportation, lodging, meals, and related expenses considered);

Note to paragraph (c): This exception does not apply if the contract carrier offers the same or lower fare and has seats

available at that fare, or if the fare offered by the non-contract carrier is restricted to Government and military travelers performing official business and may be purchased only with a contractor-issued charge card, centrally billed account (e.g., YDG, MDG, ODG, VDG, and similar fares) or GTR where the two previous options are not available;

(d) Cost effective rail service is available and is consistent with mission requirements; or

(e) Smoking is permitted on the contract air carrier and the nonsmoking section of the contract aircraft is not acceptable to you.

FedRooms Survey

FedRooms is the only government-wide, GSA-sponsored hotel program. Many of the hotels offered through FedRooms are last room availability, and all are at or below the Per Diem rate for lodging.

The FedRooms team is conducting a market research survey to gather data about federal traveler hotel booking habits. The survey is designed to:

Gather agency-specific hotel booking behavior data for travelers within DOI

Pool data to illustrate trends for the Federal Government as a whole

Please take a moment to participate in the future of the FedRooms program. Your opinion counts! Sign on to the following link: <http://www.zoomerang.com/survey.zqi?p=WEB225XBYL97KL>

FedRooms, the GSA's lodging program, is designed to simplify the lodging process for federal travelers and save the federal government and tax-payers money. To fully realize the benefits of the FedRooms program, travelers must ask for the FedRooms Rate by name every time they travel, and accept no substitutes.

DOI TRAVELER INFORMATION

GetThere

Setting Permissions for Your Travel Arrangers

You can allow your authorized travel arrangers to change your account settings (such as update your address or charge card information). Although the charge card information can be changed, the number will be masked for your protection). You can also indicate whether you want to allow other users to designate themselves as your travel arranger. If you do not allow others to designate themselves as your travel arranger, you must manually add each user to your list of travel arrangers.



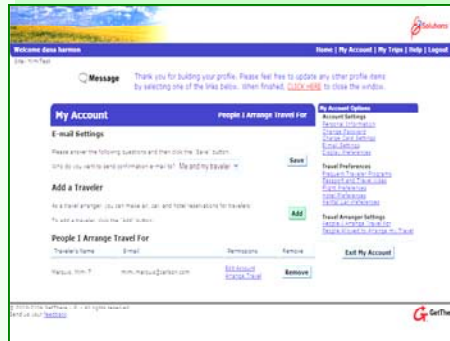
To set permissions for your travel arrangers

1. In the navigation bar, click My Account.
2. On the My Account page, click People allowed to arrange my travel.
3. In the Travel Arranger Permissions section, select whether you will allow others to designate themselves as your travel arranger.
4. Select whether your travel arrangers can change your account settings. Click Save.

Editing a Traveler's Account Information

If you are a travel arranger and your traveler permits you to edit his or her account, you can change the traveler's account settings, such as the ticket delivery address and charge card information. (Although the charge card information can be changed, the number

will be masked for your protection.)



To edit a traveler's account information

1. In the navigation bar, click My Account.
2. On the My Account page, click People I Arrange Travel For. If you have 50 or fewer travelers, the traveler's names are listed on the page. If you have more than 50 travelers, you must first search for the traveler's name to display a list of travelers matching your search criteria.
3. Select the Edit Account link next to the traveler's name. The My Account page for the selected traveler appears. Select one of the links to edit the corresponding information for the traveler.
4. To return to your My Account page, click Exit Traveler Account.

Fraud Watch

Fraud Watch International (<http://www.fraudwatchinternational.com/phishing/>), is a website dedicated to online safety. The link provides a list of all known phishing emails that are currently being circulated on the internet. There are reports of unsolicited emails circulating throughout Interior that appear to come from Bank of America. The email uses Bank of America's logo, and although these e-mails appear legitimate, they are not. The Fraud Watch website includes samples that are updated daily with new scams or phishing emails. If you suspect you have

received a Bank of America phishing email, please forward it to abuse@bankofamerica.com and delete it. Do not click on the links. Bank of America will never ask you to verify personal information via an email.

Traveler "Tip Bits"

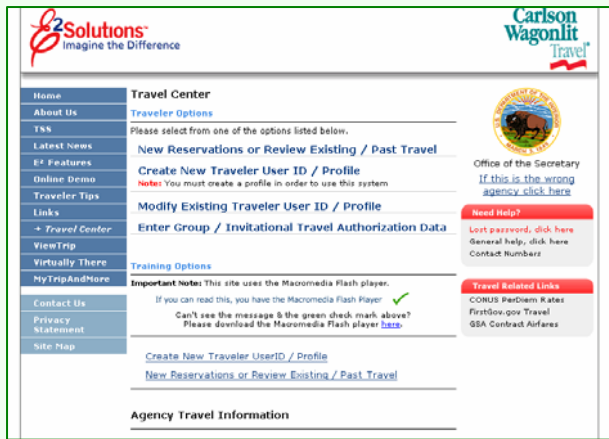
Traveler Identity Verification Program

The Transportation Security Administration (TSA) has established a new Traveler Identity Verification Program for travelers experiencing problems printing a boarding pass or experiencing other delays while checking-in for flights. Anyone who has passed through an airport in the last five years and has been pulled aside for extra screening knows that there is a list of people considered to be a security threat. Every time you check in at the ticket counter your name is run through a computer to make sure you are not on something called the "No Fly List." If your name is on the list, or even similar to someone on the list, you can be detained for hours. If you receive a boarding pass, you are not on the No-Fly List.

If you are on the No-Fly List, you can participate in the TSA Traveler Identity Verification Program. Open the following link and follow the instructions: [Traveler Identity Verification Form](#). Your submission is reviewed by TSA to determine if the delays are caused by mistaken identity or incorrect information. You will receive a written response from TSA and they will provide air carriers with your identifying information to help properly identify you at check-in and expedite your future travel. Please note that you will be subject to screening procedures at the checkpoint. Every passenger will still walk through a metal detector, their carry-on bags will still be X-rayed, and every checked bag will still be screened for explosives. Additionally, you may be randomly selected at the airline counter or upon arrival at the checkpoint for secondary screening.

The following table displays the percentage of tickets purchased through the self service Online Booking Engine, GetThere.

MONTH	BIA	BLM	BOR	FWS	MMS	NPS	OS	OSM	USGS
Dec 05	21%	71%	78%	69%	67%	57%	33%	66%	74%
Jan 06	21%	64%	81%	67%	61%	60%	40%	68%	76%
Feb 06	22%	67%	83%	65%	66%	61%	44%	55%	73%
Mar 06	25%	65%	86%	67%	56%	63%	40%	66%	75%
Apr 06	28%	68%	87%	65%	62%	63%	39%	59%	74%
May 06	23%	57%	84%	64%	57%	61%	42%	59%	73%
Jun 06	25%	40%	82%	63%	66%	55%	45%	54%	70%
Jul 06	22%	23%	87%	62%	67%	57%	44%	58%	70%
Aug 06	20%	27%	87%	59%	70%	54%	45%	67%	69%
Sep 06	23%	31%	84%	59%	64%	57%	38%	70%	71%
Oct 06	26%	65%	85%	62%	59%	60%	42%	80%	71%
Nov 06	24%	75%	82%	67%	61%	69%	46%	59%	75%
AVERAGE	23%	54%	84%	64%	63%	60%	42%	63%	73%



Travel Contacts and Web Sites

Newsletter/E-Gov Travel/Travel Policy:

Tamara L. Peyton
 tamara_l_peyton@ios.doi.gov
 202.208.6227

Carlson Wagonlit Government Travel:

866-227-5638 (for reservations and technical assistance)

TMC Comments and Feedback Form:

http://www.doi.gov/pfm/feedback/feedback_tmc.html

DOI Traveler Profile and Online Booking Engine:

<http://www.cwgt.com>

DOI Travel Policy:

<http://www.doi.gov/pfm/travel.html>

This newsletter is available on the Internet at:

http://www.doi.gov/pfm/trav&relo/travel_newsletter/index.ht

The following table displays the total number of tickets purchased from Carlson both online and via a Carlson travel agent.

MONTH	BIA	BLM	BOR	FWS	MMS	NPS	OS	OSM	USGS	TOTAL
Dec 05	507	833	587	996	167	809	463	35	885	5282
Jan 06	913	1674	1233	1905	303	1645	823	120	1600	10,216
Feb 06	957	1753	1133	1932	237	1653	856	129	1712	10,362
Mar 06	1498	1920	1472	2278	353	2236	1023	158	2375	13,313
Apr 06	1063	1657	1177	1454	340	1693	862	154	1934	10,334
May 06	1050	1396	1246	1609	317	1552	863	190	1777	10,000
Jun 06	876	1675	1081	1668	229	1510	749	138	1746	9,672
Jul 06	815	2510	896	1571	217	1480	837	144	1536	10,006
Aug 06	1030	2523	1159	1664	249	1622	1038	178	1642	11,105
Sep 06	697	2509	925	1653	199	1384	896	123	1282	9,668
Oct 06	911	1486	1007	1701	286	2078	783	157	1954	10,363
Nov 06	855	1240	1042	1466	249	1660	688	133	1381	8,714
TOTAL	11,172	21,176	12,958	19,897	3,146	19,322	9,881	1,659	19,824	119,035