

U.S. Department of the Interior

DOI TRAVEL NEWSLETTER

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IN THE NEWS

Airport Security Lines

Air travel is up 6% this year and airport security lines are expected to get longer and slower this summer as business continues to pick up. Flying on Mondays, Fridays or Sundays results in longer lines. The longest lines are at large airports such as Los Angeles, Miami, Philadelphia, Fort Lauderdale, Phoenix and Reagan National. For a historical estimate of the wait times at airports visit the website <http://waittime.tsa.dhs.gov/index.html>

New Security Rules

On Thursday, April 14 the TSA began enforcing a restriction that banned lighters beyond security checkpoints. Lighters are treated like any other prohibited item, are now considered "Hazardous Material," and are not permitted in checked baggage. The new rules allow the check-in of a gun and ammo. For a complete list of all the items that you can take with you on your next airline flight visit TSA at:



http://www.tsa.gov/interweb/assetlibrary/Permitted_Prohibited_5_16_2005_v3.pdf

Airport Finds Loose Change Left at Security Checkpoints

Airport officials at Dallas/Fort Worth say they have found over \$15,000 in loose dollars and change left at security checkpoints during the last 19 months. They do not know what to do with the money. It was placed in white envelopes and stored in two filing cabinets.

Airline Complaints

The Department of Transportation Office of the Inspector General wants to hear from you. You can fill out online surveys about airline fares and overbooking at:

dynamic.tasc.dot.gov/oigsurvey/lowestfare.cfm or dynamic.tasc.dot.gov/oigsurvey/overbooking.cfm

You can also call, write, or e-mail the Aviation Consumer Protection Division to register your concerns about airline service with DOT. To record your comments, call 202-366-2220. Send an e-mail to aircosumer@ost.dot.gov. Or write to Aviation Consumer Protection Division, USDOT, Room 4107, C-75, Washington, DC 20590.

For the latest figures about airline on-time arrivals, mishandled baggage, or other consumer complaints, read the Air Travel Consumer Report at www.dot.gov/airconsumer

American Airlines

American now charges \$25 for any luggage that weighs between 51 and 70 pounds on most flights. Previously, there was no charge for checked luggage that was under 70 pounds. Checked baggage between 71 and 100 pounds will be charged \$50 extra.

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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

Northwest Airlines

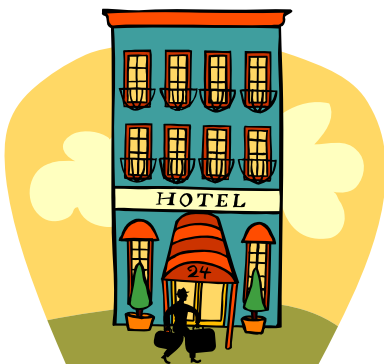
Northwest is requiring exchanges of unused or partially unused, non-refundable, or frequent flyer award ticket within 90 days of the original flight date or the ticket has no further value. Previously the traveler had one year to use the ticket. At the same time, Northwest is making it easier to change return flights. Until recently, the airline allowed standby at no charge on the same date as your original return flight. If a seat was available (standby) you could fly on an earlier or later flight than originally scheduled. The new rules allow you to confirm your seats on earlier or later flights for a \$25 fee. While this does cost an additional \$25, the traveler will have a confirmed seat.

Hotel Prices Increase

Vacancy rates are dropping to the single digits in some cities, and hotel prices are skyrocketing. Some hotel prices have increased 10% to 20% in many large cities and it looks like prices will remain high this year and next.

Hotel Renovations

Many hotel properties are now renovating. You can expect improvements like more high-speed internet, flat screen TV's, improved bedding and bigger, brighter bathrooms. Be sure to inquire about nearby renovation noise when checking in at the hotel. Don't let renovations disturb you from work, nap or sleep in your room.



Hotel Ratings

For an unbiased review of hotels, go to Tripadvisor.com, which posts reviews from real clients. TripAdvisor scours the web to find unbiased articles, guidebook reviews and user comments on cities, hotels and activities in a given destination.

Electronic Passport Applications

The Department of State has introduced a new online passport application form procedure. Applicants will no longer have to handwrite personal data to fill out a passport application form. Instead, the applicant may electronically enter his or her personal information securely online and then print the finished form. The online form may be accessed at: <http://www.travel.state.gov/passport>.

DOI Travel Policy Changes

Mileage Rates

Mileage rates have been adjusted for both temporary duty travel and relocation moves. For more information, see:

- Reimbursement for Use of Privately Owned Conveyances (TDY Travel) <http://www.doi.gov/pfm/fam05-03.html>
- Internal Revenue Service Mileage Rates for 2005 (Relocation) <http://www.doi.gov/pfm/fam04-14.html>

What's New with eTravel?

The DOI Travel newsletter has referenced eTravel for many months, and, at last, the first two components of eTravel are finally here!! eTravel was first introduced in the DOI Travel Newsletter in August 2002.

(http://www.doi.gov/pfm/travel_newsletter/index.html)

What is eTravel?

eTravel is one of the President's Management Agenda eGovernment projects. The eTravel initiative is a government wide, web-based, end-to-end travel management system. eTravel will automate and consolidate the travel processes through self-service functions including travel planning, authorizations, reservations, payment of travel claims, and voucher reimbursement and reconciliation. Users will be able to prepare and submit travel information electronically through a PC, laptop, or handheld electronic device—putting an end to the paper trail and saving the Government time and money.

Why the change?



GSA's Travel Management Center (TMC) master contract expired in February 2005. General Services Administration (GSA) travel regulations stipulate that the new eTravel

master contract replaces the old TMC master contract and is mandatory for Federal Agencies. After a thorough vendor selection process, DOI selected Carlson Wagonlit Government Travel (CWGT) as DOI's eTravel vendor, as well as TMC. The new nationwide contract with Carlson Wagonlit Government Travel (CWGT) was effective the end of February 2005, and replaced the previous TMC, Omega World Travel.

DOI TRAVELER INFORMATION



What are the Components of eTravel?

eTravel is web-based and includes three elements: an online booking engine (OBE), travel management center (TMC), and a travel authorization and vouchering system (TAVS). E2 Solutions is the name of the Carlson Wagonlit Government Travel (CWGT) eTravel product which includes the OBE, TMC, and TAVS.

What is an Online Booking Engine (OBE)?

An OBE is a self-service travel planning and reservation tool. Carlson Wagonlit Government Travel (CWGT)'s OBE, called SABRE/GetThere, is similar to Trip Manager (DOI's previous OBE), Travelocity and Expedia. Government rates are provided for services such as airline flights, hotel rooms, and rental cars. The self-service reservation booking capability creates reservations that comply with appropriate federal and agency travel policies.

How Does the Travel Management Center (TMC) Fit in with eTravel?

Travel management center services include both online and agent-assisted travel reservations. Carlson Wagonlit Government Travel is the DOI TMC. Using the online booking engine (OBE) will not replace the TMC; the TMC will conduct quality checks to ensure that each reservation is complete, and will provide travel reservation support.

*Table 1
Percent Online Tickets*

Month	BLM	FWS	NPS	BIA	BOR	OSM	MMS	USGS	OS	TOTAL
03/05	52%	46%	48%	15%	60%	44%	33%	53%	27%	42%
04/05	75%	67%	65%	24%	79%	51%	60%	75%	37%	59%

What is the Travel Authorization/Automated Travel and Expense Vouchering System (TAVS)?

TAVS is the eTravel function that automates the process for travel authorization and vouchering. The Federal Travel Authorization for temporary duty (TDY) travel will include a detailed itinerary and pricing information and will calculate estimated authorized per diem. Users will create and route vouchers electronically, and travelers and Bureaus will be reimbursed through direct payments. The TAVS function will not be used initially, but will be deployed at a later date.

How Does This Change Impact Bureaus That Don't Have Internet Access?

Alternate eTravel functionality methods have been proposed for use by those employees who do not have internet access. The availability of this service will be dependent on the nature of the court orders impacting DOI Internet access and associated costs. In the interim, employees of offices without Internet access can make reservations at an approved computer or by phone with a Carlson agent by calling 1-866-227-5638.

Where Are We Now?

The Department switched to the new TMC, Carlson, and OBE, GetThere, at the end of February 2005. Congratulations to all bureau managers, bureau leads, and travelers for the great success in using the new OBE and saving \$14 on each transaction. Table 1 shows the percentage of tickets purchased online for March and April 2005 broken down by bureau. The entire Department is at 59%, which is great considering disconnected users, international travel, VIP travel, emergency travel, invitational travel, etc.

While awaiting deployment to eTravel, DOI is utilizing a stand-alone OBE, GetThere. Once your bureau migrates to eTravel, GetThere will be plugged into E2, ensuring the end-to-end process is seamless.

Where Can I Find More General Information About eTravel?

To find out more about eTravel, go to the GSA web page at: <http://www.gsa.gov/Portal/gsa/ep/channelView.do?pageTypeId=8211&channelPage=%252Fep%252Fchannel%252FgsaOverview.jsp&channelId=-15631>.

For specific information on DOI eTravel, please contact your Bureau Lead (see Table 2).

DOI TRAVELER INFORMATION

*Table 2
Bureau eTravel Leads*

Bureau	Name	Phone	Email
BIA	Sabrina Nolasco	(703) 390-6519	SNWORK03@aol.com
BLM	Cindy Halbert	(303) 236-8719	Cindy_Halbert@blm.gov
BOR	Scott Shevlin	(303) 445-3453	Sshevlin@do.usbr.gov
DOI & OS	Tamara L. Peyton	(202) 208-6227	Tamara_L_Peyton@ios.doi.gov
FBMS	Tammy Coble	(303) 202-4042	Tammy_Coble@fbms.doi.gov
FWS	Marvin Wilson Cathy March	(703) 358-1781 (703) 358-2021	Marvin_Wilson@fws.gov Cathy_March@fws.gov
MMS	Robert Smith Kathy Patton	(703) 787-1487 (703) 787-1832	Robert.A.Smith@mms.gov Kathy_Patton@mms.gov
NPS	Barbara Edwards Kim Nguyen Angela Terry	(703) 487-9331 (703) 487-9347 (703) 487-9338	Barbara_Edwards@nps.gov Kim_Nguyen@nps.gov Angela_Terry@nps.gov
OSM	Bernadette Herrera	(303) 236-0330	Herrera@osmre.gov
USGS	Jackie Lynch	(703) 648-7680	JELynch@usgs.gov

Interfaces:

- Temporary Duty Travel Voucher
- Local Voucher
- Disbursement Notification
- Traveler Profile

Future Interfaces:

- Accounting Code Redesign
- Obligation Submission
- Charge Card Data Retrieval and Matching

Have you Completed Your Profile with CW Government Travel?

Every traveler is required to complete a new profile. Building a profile does not have to be done immediately – only before your next trip using SA-BRE/GetThere, CWGT’s online reservation system. A profile must be completed before you can utilize SA-BRE/GetThere and prior to CWGT agents arranging travel for you. Profile building can be done by you or if your office has a travel planner, he/she can

create a new profile for you. If you have not yet created a profile, go to www.cwgt.com and click on the “Travel Center” link on the left side of the page. Then select DOI, your bureau, and sub-bureau from the center. You will need to complete the required information such as name, address, phone contacts, email address and user id and password. For step by step instructions, see your bureau intranet, or go to the PFM website link at: <http://www.doi.gov/pfm/etravel.html> Select the Instructions for Completing Traveler Profile link. Contact your bureau lead if you do not have internet access.

Where Can I Read More About DOI Specifics on eTravel?

For more answers to frequently asked questions, please see your bureau intranet, or go to the PFM website link: <http://www.doi.gov/pfm/etravel.html> Select the Frequently Asked Questions (FAQs) link.

eTravel Reservation and Fulfillment Transaction Fees

The new GSA eTravel master contract includes a fee for hotel and car rentals when the traveler is not purchasing an airline reservation. The following transaction fees are 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
2. Self Service Domestic or International Travel **without** Air and/or Rail (Lodging and/or Rental Car **Only**) **NOTE:** This is a new master contract fee. Arranged by Sabre/GetThere, CWGT’s On-line Booking Tool - \$5.00
3. Non-Self Service Domestic or International Travel **with** Air and/or Rail (Lodging and/or Rental Car included) Travel arranged through CWGT Call Center (Travel Agent assisted) - \$24.50
4. Non-Self Service Domestic or International Travel **without** Air and/or Rail (Lodging and/or Car Rental Only) **NOTE:** This is a new master contract fee. Travel arranged through CWGT Call Center (Travel Agent assisted) - \$10.00



DOI TRAVELER INFORMATION

*Table 3
Carlson Contact Numbers for Reservations*

CWGT Reservations Numbers	Hours of Operation	Phone	Fax	After Hours Emergency	Email Address
Reservation Center	7:30 am-5:00 pm (ET, CT, MT, PT)	866-227-5638	877-834-3459	866-697-8916	CWGT@Carlson.com
Alaska	7:30 am-5:00 pm Alaska Time Zone	877-565-4480 907-565-4400	877-565-4481 907-565-4401	866-697-8916	CWGT@Carlson.com
Hawaii, Guam, American Samoa, Saipan, Marshall Islands	7:30 am-4:00 pm Hawaii Time Zone	800-695-1388	808-847-1442	866-697-8916	CWGT@Carlson.com
Puerto Rico and Virgin Islands	8:30 am-5:30 pm Atlantic Time Zone	877-770-0757 787-474-7319	787-474-7313	866-697-8916	CWGT@Carlson.com
Reserved For: Mobilization and demobilization for all emergency personnel	7:30 am-5:00 pm (ET, CT, MT, PT)	877-273-6040	877-834-3459	877-273-6040	CWGT@Carlson.com
Hearing Impaired	TTY/TDD	866-227-5638			CWGT@Carlson.com

Goodbye to Omega World Travel and Trip Manager

We said goodbye to Omega World Travel and Worldspan the end of February. DOI and Omega experienced many changes over the last 5 years. It began in May 2000 with a transition from over 130 travel agencies to one Travel Management Center. We suffered through the tragic events of 9/11/01. We saw increased security and costs associated with security for airline travel. We witnessed most airline commissions disappear. We experienced the electronic generation with online booking and electronic tickets becoming the norm. We adjusted to changes with nonrefundable ticket purchases. We watched many hotels begin charging one night stay at time of booking. These are just a few of the many

changes we encountered over the last five years. Omega was there to provide advice and assistance, as required. We appreciated their dedication and thank them for their team effort throughout the past five years.

Traveler "TIP BITS"

Travelers who are not sure exactly when a meeting will end should always book the last flight of the day to return home. This means a guaranteed seat home. If the meeting gets over earlier than expected, they can fly standby.

DOI TRAVELER INFORMATION

OWT Airline Ticket Data

Bureau	March 2005	April 2005
BLM	1,630	1,853
FWS	1,889	2,121
NPS	2,066	2,297
BIA	1,353	1,617
BOR	1,150	1,377
OSM	122	186
MMS	280	432
USGS	1,788	2,058
OS	982	1,117
TOTAL	11,260	13,058

Travel Contacts and Web Sites:

Newsletter:

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

eTravel Lead/TMC Administrator:

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

FBMS Travel/ePCS Functional Lead:

Tammy Coble
 Tammy_Coble@fbms.doi.gov
 303.202.4042 (office)
 303.875.1545 (mobile)

Carlson Wagonlit Government Travel:

866-227-5638
 (for reservations and help desk)

TMC Comments and Feedback Form:

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

DOI Travel Profile and SABRE/GetThere:

<http://www.cwgt.com/default.asp?PageMode=Profile&AgencyIDPK=721>

DOI Travel Policy:

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

This newsletter is available on the Internet at:

http://www.doi.gov/pfm/travel_newsletter