



# The Benefits of Managed Travel

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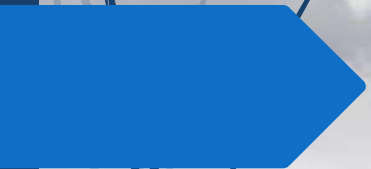
NASPO

**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)
- ◀ Fami 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 therefore handle your government travelers correctly with needs such as possible tax exempt status process or “ghost credit cards”

# 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*

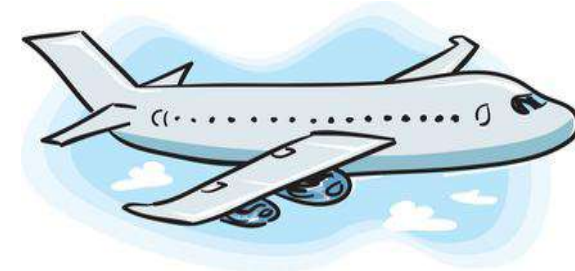
### *State of Utah*

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

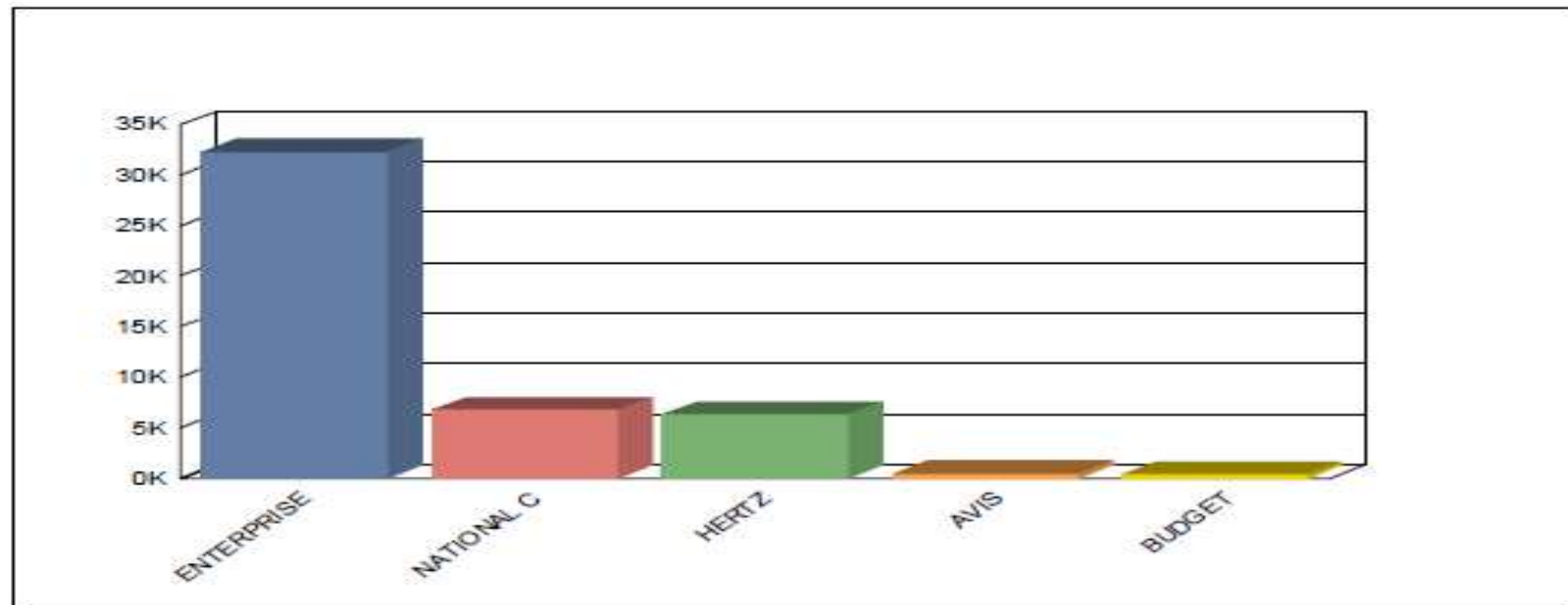
Flight Market*	Total	Delta Air Lines		Total	Delta Air Lines	
	Segments	Segments	Share	Revenue	Revenue	Share
AKRON, OH - SALT LAKE CITY, UT	4	4	100.00%	\$684.64	\$684.64	100.00%
ALBANY, NY - SALT LAKE CITY, UT	2	2	100.00%	\$686.51	\$686.51	100.00%
ALBUQUERQUE, NM - SALT LAKE CITY, UT	56	52	92.90%	\$11,752.38	\$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

*Back Office Data*  
*State of Utah*  
Volume Booked

Car Rental Company	10/01/2015 - 10/31/2015
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
<b>Total for the Hotel Properties Listed:</b>		<b>130</b>	<b>537</b>	<b>26.84%</b>	<b>\$56,139.28</b>	<b>21.35%</b>	<b>\$107.61</b>	<b>4.1</b>	<b>\$431.84</b>	<b>\$106.53</b>
<b>Total for the Hotel Properties Not Listed:</b>		<b>672</b>	<b>1464</b>	<b>73.16%</b>	<b>\$206,810.11</b>	<b>78.65%</b>	<b>\$126.18</b>	<b>2.2</b>	<b>\$307.75</b>	<b>\$141.36</b>
<b>Report Totals:</b>		<b>802</b>	<b>2001</b>	<b>100.00%</b>	<b>\$262,949.39</b>	<b>100.00%</b>	<b>\$123.20</b>	<b>2.5</b>	<b>\$327.87</b>	<b>\$132.14</b>

# 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-Nationals-->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

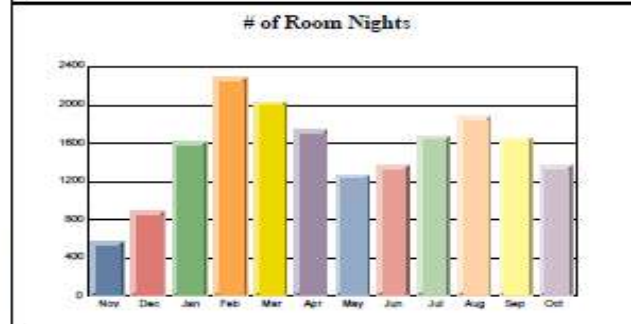
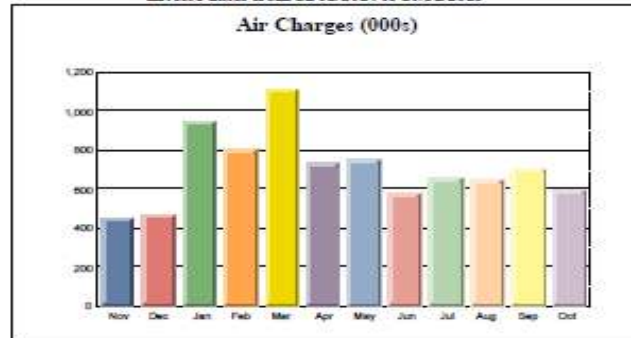
Car Rental Summary	Totals	Averages
# of Cars Rented:	539	
# of Days Rented:	1,281	2.38
Cost (Booked Rate):	\$46,094.40	\$38.17
Cost Per Day:	N/A	\$35.98

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

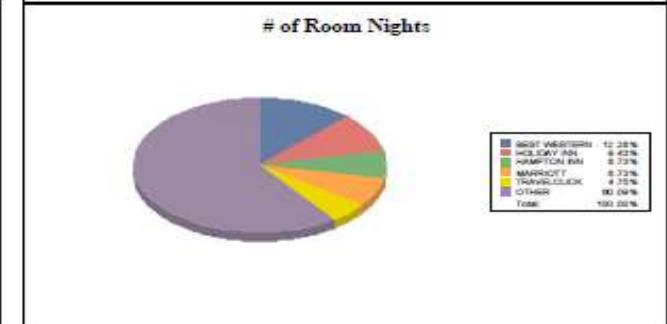
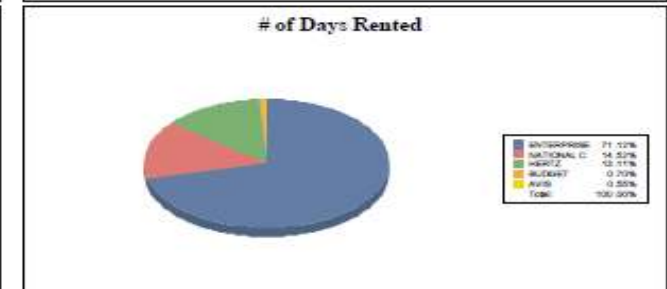
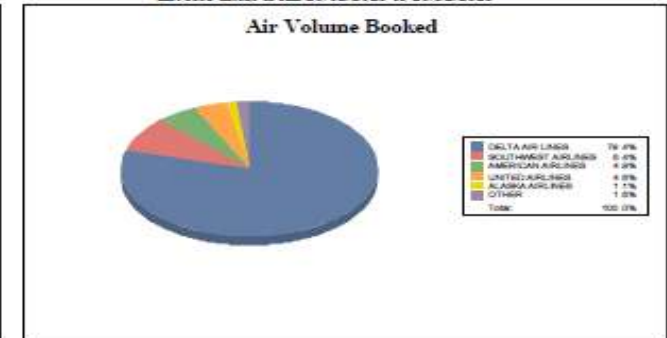
Hotel Booking Summary	Totals	Averages
# of Bookings:	579	
# of Room Nights:	1,368	2.36
Cost (Booked Rate):	\$166,519.14	\$115.31
Cost per Night:	N/A	\$121.72

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

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View 1 - 10 of 25 | Valuing \$9,785.60

[Ticket Details](#)
[Reasons Not Used](#)
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[OBE Sync](#)
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<b>Ticket Number:</b> 0011966630323	<b>Ticket Type:</b> MCO	<b>GDS:</b> Worldspan
<b>Status:</b> UNUSED	<b>Manually Added:</b> No	<b>Bkg Agent:</b> Thomas Klein (T3)
<b>OBE Synced:</b> No	<b>Refundable:</b> No	<b>Traveler:</b> Laura Arellano (Unassigned)
<b>Record Locator:</b> LVJXBU	<b>AirBank Date:</b> Jun 19, 2014	<b>Credit Card:</b> CA ending in 5365
<b>Airline Locator:</b>	<b>Issue Date:</b> Jun 18, 2014	
<b>PCC (SID):</b> 9UR	<b>Expire Date:</b> May 1, 2015	
<b>Airline:</b> AA	<b>Depart Date:</b> Jun 18, 2014	
<b>*Value:</b> \$51.00	<b>Return Date:</b>	
<b>Penalty:</b> \$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
<b>Total for SVC FEE-TANSOCK/JOSEPH :</b>								<b>\$15.00</b>
SVC FEE-THOMPSON/DONALD	THOMPSON/DONALD	10/15/2015	OABX43	161380	7640394369	10/28/2015	SLC BWI SLC	\$15.00
<b>Total for SVC FEE-THOMPSON/DONALD :</b>								<b>\$15.00</b>
SVC FEE-THURGOOD/VERN	THURGOOD/VERN	10/20/2015	OIIQOO	161391	7640394380	10/27/2015	SLC ATL HSV BNA SLC	\$15.00
<b>Total for SVC FEE-THURGOOD/VERN :</b>								<b>\$15.00</b>
SVC FEE-WADA/DEAN	WADA/DEAN	10/15/2015	35LMRS	161374	7640394363	10/21/2015	SLC TUS SLC	\$15.00
<b>Total for SVC FEE-WADA/DEAN :</b>								<b>\$15.00</b>
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
<b>Total for SVC FEE-WADA/GLEN :</b>								<b>\$30.00</b>
SVC FEE-WILKINS/BRYAN	WILKINS/BRYAN	10/26/2015	7VF76Y	161411	7640394400	10/30/2015	RDU ATL SLC ATL RDU	\$15.00
<b>Total for SVC FEE-WILKINS/BRYAN :</b>								<b>\$15.00</b>
SVC FEE-WINKLER/CLIVE	WINKLER/CLIVE	10/13/2015	37U79X	169022	2150702558	10/18/2015	DEN ABQ DEN	\$25.00
<b>Total for SVC FEE-WINKLER/CLIVE :</b>								<b>\$25.00</b>
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
<b>Total for SVC FEE-YOUNG/QUINN :</b>								<b>\$30.00</b>
<b>Account USURESERCH Subtotal:</b>								<b>\$39,055.40</b>
<b>Report Total:</b>								<b>\$39,055.40</b>

# Tracking Travelers

SecurityLogic® Map  
State of Utah

[View My Bookings](#)

Travelers

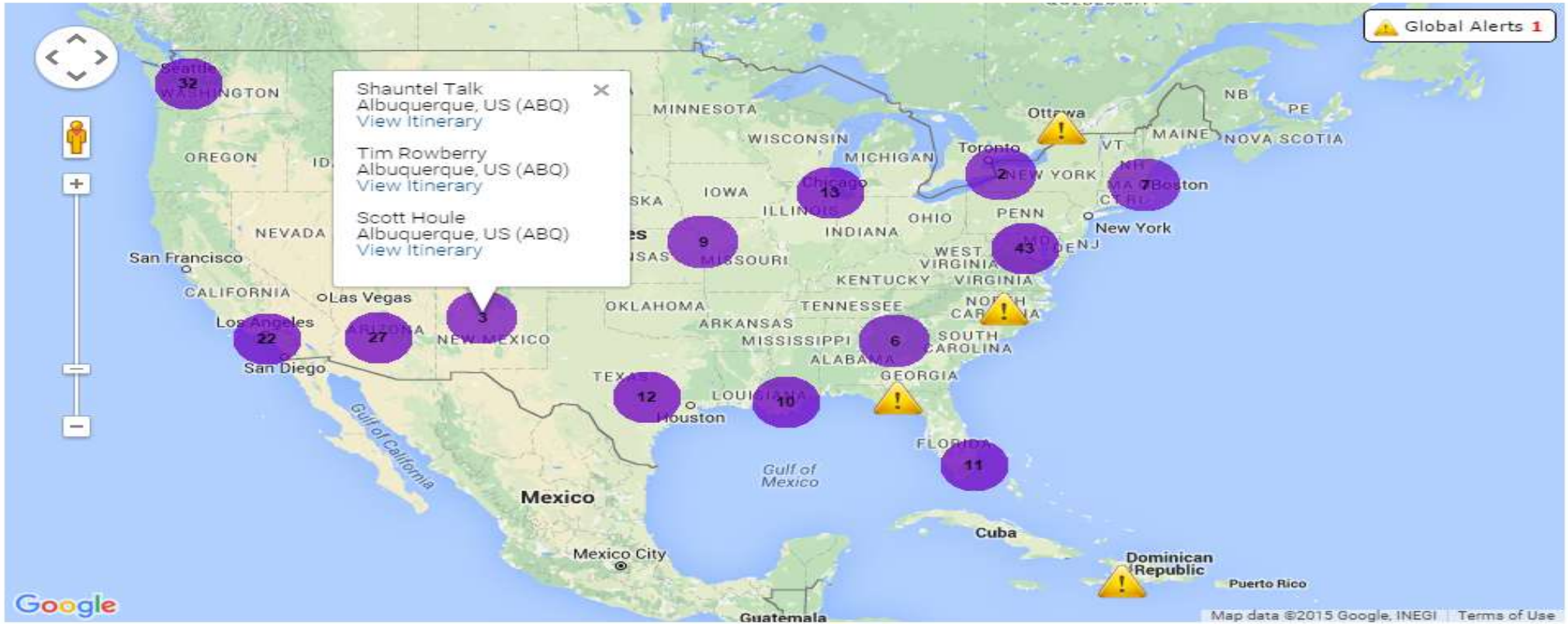
Safety Check

Overlays

Zoom

Map

Legend



288 Travelers 288 Locations

View 1 - 288 of 288

Departure Date	First Name	Last Name	Location	Itinerary	Airport Delays
November 13, 2015	Gregory	Sheehan	Atlanta, US (ATL)	<a href="#">View Itinerary</a>	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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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



## 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](mailto:josh.hardage@oregon.gov)

# Useful Links

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





Any Questions?



KEEP  
CALM  
AND  
TRAVEL  
ON