

Disbursements & Travel Services Office

Travel Updates

UTSA Faculty Senate

March 21, 2013

Travel Agency and Car Rental Agency History

- 82nd Legislature, Senate Bill 5
 - Exempted higher education from requirements that govern participation in state travel contracts
- UT System New Requirement effective May 13, 2013
 - Must use approved travel agency, airlines, and car rental agency
 - Goal is to minimize cost while improving overall service

UT System – Issued RFP/Goal

- Streamline contract management
- Improve reporting
- Minimize Cost
- Improve overall service focusing on traveler
- Provide innovative use of technology
- System wide savings of 15%

New Requirements



All travel bookings effective May 13, 2013 & after

- Flights
 - Must use designated travel agencies
- Car Rentals
 - Must use designated car rental agencies
- Hotels
 - No change

Approved System-wide Travel Agencies

- Corporate Travel Planners
- Anthony Travel
 - Both have been UTSA travel agencies since January 2009



Travel Agency Options

- Corporate Travel
 - Call agent – full service (most expensive, varies based on services)
 - Use On-line System (called CONCUR) – robust, less expensive
- Anthony Travel
 - Call agent – full service
 - No online system available

Travel Agency

Airline options

- Can book with any airline as long as agency is utilized to book flight
- However, American, United, Southwest, Jet Blue provide 2%-40% discounts based on the fare paid and destination
- Agency must notified when airfare is subject to Open Skies/Fly America Act

Travel Agency

- Traveler is responsible for notifying travel agency when airfare is subject to Open Skies/Fly America Act.
- Applicable when airfare is purchased with grants and federal funds.

Travel Agency Benefits

- Streamlined contract management
 - Uniform service standard requirements
 - Travel Agency – Management Fee provides a lower overall cost system-wide (replaces “per transaction” fee)
- Enhanced Service Requirements
 - Experienced agents/Designated account managers
 - Minimal hold time
 - Familiar with institution’s travel policy
 - Agents have
 - the ability to view all airlines schedules and fares
 - airline executive desk status for assistance with waivers and fare matching

Travel Agency Benefits

- Auto enrollment in ISOS
 - All reservations including domestic can be tracked during emergency situations.
 - Complies with UT System requirements
- Innovative use of technology
 - On-line travel tool (Called “Concur”)

Travel Agency Benefits

- Improved Management Reporting
 - Improved reporting on travel cost
 - Lost savings and realized savings
 - Automated notification to travel for unused ticket

Approved System Wide Car Rental Agencies

- UTSA travelers are required to use one of the approved car rental agencies
 - Avis/Budget
 - Enterprise/National
 - Hertz

Car Rental Agency Options

- Car Rentals
 - Must use designated car rental agencies (Avis/Budget, Enterprise/National, or Hertz)
 - Two choices for booking:
 - Through designated rental agencies (no transaction cost)
 - Through approved travel agency

Car Rental Agency Benefits

- Multiple options on rental company, car type and rental locations
 - Each agency has express service option
 - Frequent rental rewards
 - Discounts on international rentals
 - Free car upgrades and choose your own car options
- Additional services provided
 - Box trucks
 - Car Share Programs

Hotel Reservation Options

No Change in Choices:

- Continue to refer to the State Comptroller contract hotels listed on the state website
- Reimbursement – no change (based on the per diem rate)
- Booking Options
 - Make hotel reservations using the travel agencies
 - Other methods (contact hotel directly or hotel website)
- Online tool
- GSA lodging rates still applicable (no change to justification)

Transition to Management Fee

- Current travel agency fee
 - Per transaction
 - Charged at the time airfare is purchased
- New Management Fee
 - UTSA will be invoiced monthly by travel agency
 - Departmental accounts will be charged back for management fee
 - Expected to be 15% less than the current “per transaction” fee
 - On-line transaction fee significantly lower than full service fee

Travel Policy Changes

- Who is affected by these changes?
 - All employees of UT System and The University of Texas Investment Management Company to include:
 - Students
 - Guests
 - Consultants traveling on behalf of UT System
 - Patient travel when in the care of a UT Medical Institution
- Who is excluded?
 - Athletic Travel
 - Group (students) Travel

UT System Approved Exceptions

- Travel cost paid by an outside entity (not including grants)
- Emergency situations (flood, hurricane, etc)
- For exact comparisons
 - UTSA's travel agency is unable to provide an airfare within \$100 of a lower fare available
 - Approval required in advance of purchase:
 - Travel arranger must:
 - gain approval from Diana Macias-Ollervidez x6915 or Nora Compean x4831
 - Provide written documented proof of lower fare. Flight must be on the same day with the same restrictions/booking class

Non-Compliance

Travel/travel arrangers are given one exception

**1st Instance of Non-Compliance/failure to use
approved Travel Agency or Car Rental Agencies**

- Notification will be sent to respective Vice President, Account Administrator/Supervisor and traveler/travel arranger
- Reminder to use approved agencies sent along with copy of the new policy
- Attendance at travel information training session will be encouraged

Non-Compliance (cont'd)

2nd Violation of non-compliance

- Notification sent to respective Vice President, traveler and travel arranger
- Another reminder to use approved agencies sent along with copy of the new policy
- Prior to future travel, both traveler and arranger will be
 - Required to attend travel training class (even if already attended)
 - Traveler required to submit a memo to respective VP explaining why approved agencies were not used

Further Violations – 3 or more

- Management including respective VP will be notified
- Traveler will:
 - not be reimbursed for policy-related trip expenses
 - Suspended from future travel until allowed by the VP
- Will be handled by VP consistent with progressive disciplinary process

Information & Training Sessions

- Memo distributed March 1, 2013
- Training Classes
 - Schedules to be distributed (March, 2013)
 - Attendance strongly encouraged for
 - Travelers, traveler arrangers, those responsible for authorizing travel arrangement, card payments and reimbursements

Thank you for your support and cooperation.

Questions:

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Or

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QUESTIONS?

