

# TRAVERSING THE GLOBE

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## Miscellaneous Charge orders

### *Tracking an important document*

Eligible reimbursed business travelers have the option of direct billing their airfare through Spartan Travel, Anderson Travel or STA Travel (Cluster Travel Agencies). On occasion, a ticket price may decrease enough to warrant having the original ticket reissued and a Miscellaneous Charge Order (MCO) issued as a credit toward future travel. Other times, an unused ticket has a high enough residual value that when applied toward the purchase of a new ticket, there is a remaining credit. This, too, can result in the issuance of a MCO.

In the past, the MCOs were sent directly to the departments. Instead, to assist you in tracking MCOs, we have asked the Cluster Travel Agencies to submit these to the Travel Office to be maintained in the "Ticket Clearing Database". The Cluster Agencies will now send a copy of the MCO with the new ticket to the traveler or travel arranger.

The Travel Office will also send a notice to the department and will periodically remind the department that the MCO is available for use. This change is effective immediately.

## Lansing Celebrates its own Independence Day

### *Independence Air begins service July 17, 2004*

Independence Air will begin direct non-stop jet service to Washington's Dulles International Airport on July 17. From there, this low cost carrier will service 35 domestic destinations along the East coast. With 7 flights a day from Lansing, fares start at just \$69 one way. For more information, please go to their website at [www.flyi.com](http://www.flyi.com). If you sign up for Independence Air's frequent flyer program, you will receive a \$25 coupon good on any ticket used by December 31, 2004.

## Next Issue

*"I'll be back."*

...Next time, look for the top 10 reasons Travel Vouchers are returned, frequently asked questions about MSU's National Car

## On-Line booking products

### *Better and better every day*

Two of our cluster agencies, Anderson Travel and Spartan Travel, have upgraded their booking systems which allows you to view and purchase airfares from Expedia, Orbitz, Travelocity, Southwest, and other specific airline websites. We are very excited that this option is now available for our travelers to utilize when booking business or personal travel.

To you, the traveler, this means lower service fees (**YEAH!**), down from \$38 to \$18 per domestic ticket. You will still have travel agency support only a phone call or email away. Both websites will be available through the MSU Travel website at <http://ctrl.msu.edu/travel>. Best of all, you can use MSU's **direct billing** to pay for your ticket. Effective date: July 12, 2004

## Training Available to You

### *Learn to use online booking*

Have you tried to use the internet to purchase an airline ticket and been ready to pull your hair out? Is your credit card maxed out as a result of buying tickets on Expedia or one of those other sites? There is a solution. Training is available. Call or email Debbie Gulliver to set up an appointment. Ideally, a group of 5 to 15 would be optimal, but one on one can be arranged.

## Sharing

### *Strongly encouraged!*

I hope you have found this newsletter helpful. I want to get the word out about MSU travel and new tools to make booking travel easier and more cost effective! Please share this newsletter with your fellow MSU colleagues.

In the future, this newsletter will be coming to you electronically via the MSU Travel List Serve. Valuable travel information is communicated to the campus community this way. If you are not signed up, please do so at [http://ctrl.msu.edu/travel/join\\_listserv.htm](http://ctrl.msu.edu/travel/join_listserv.htm).

Rental contract, and much more.