

TRAVERSING THE GLOBE

Volume 4, Issue 7

by Debbie Gulliver, University Travel Manager

November 2007

New Hotel Contract:

At Michigan State University...

As part of our initiative to upgrade the level of service we offer in the MSU Travel Office, we have recently signed an agreement with Hotels.com.

This program allows MSU travelers the ability to book hotel reservations through Hotels.com quickly and conveniently and get discounted rates negotiated by Hotels.com at hotels all over the world. This is a special arrangement with Hotels.com which allows the MSU Travel Office to report on travel activity by MSU Department. In this way, we can begin to better assess the “travel” picture here at Michigan State University and understand how travelers and travel arrangers make their travel plans.

With this enhanced level of information, and in conjunction with other colleges and universities across the country, the Travel Office will be able to take advantage of our significant clout and begin to implement programs and offer incentives that will greatly improve the travel experience for MSU travelers.

The program is open to all MSU employees for their business as well as their personal travel needs. In addition, the program is being made available to MSU Alumni, students and their parents.

To begin using this service, you sign up one time only on our new, specially designed website. It only takes a couple of minutes and requires your email address, telephone and your department. From there you can immediately proceed to making reservations through Hotels.com. Or, once you sign up, your reservations can be made by your MSU travel arranger.

Hotel reservations made for MSU business travel are reimbursable after the trip is complete, so please retain your receipt from the hotel. Or Hotels.com will email one to you. Also, you may still get your frequent flyer miles or frequent stay points by presenting your membership card upon check in at the hotel.

The MSU Travel Office is dedicated to making your MSU travel more convenient. And this is just the first of several programs we are planning to bring to you. So please feel free to contact me and let me know what you think.

Allegiant Airlines:

Leaving Las Vegas...

Allegiant Air announced recently that it plans to end service between Lansing and Las Vegas. They blame rising fuel costs for the discontinued service. Allegiant Air’s last Lansing to Las Vegas flight is scheduled for January 4, 2008. Passengers with reservations after January 7, 2008 will be contacted by the airline. Airline officials hope to get the route back once fuel prices retreat, but it is unknown when or if this may occur. You may contact Allegiant Airlines Reservation Center at rescenter@allegiantair.com or 1-702-505-8888, 3 am – 11 pm, 7 days/week for further information.

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Int'l Traveler Database:

Reminding all travelers...

Are you traveling overseas on Michigan State University business? Please record your international business trip on the International Traveler Database prior to departure. By doing so, MSU's Travel Security Specialist is able to provide you with the latest traveler information about your destination. In addition, Michigan State University is able to assist you immediately when you have an emergency overseas. For further details and to gain access to the database, please contact Julie Friend at friendju@msu.edu.

National Car Rental:

Improving service...

Locally: Our local National Car Rental office at Capital City Airport has asked me to remind you that their office has moved. No longer are they at a counter across from baggage claim in the airport terminal. While still on airport property, National Car Rental is located at the main entrance to the airport.

For travelers coming into Lansing, a National shuttle bus will pick up renters just outside the baggage claim area and take them to their office. Rental agreements for those with reservations are already printed and available on the shuttle bus making it possible for the renter to get off of the bus and into a rental car. In addition, National Car Rental will pick renters up at Michigan State University when renting a car from the Lansing National Car Rental location. Therefore, when leaving a car with National Car Rental in Lansing, you eliminate airport parking fees. The shuttle bus runs the same hours as the National Car Rental location is open.

If dropping a rental car when National Car Rental is closed, National provides 2 drop boxes: one at the back of the National Car Rental building and one at the airline ticketing entrance to the airport terminal.

National Car Rental encourages renters to record their flight information in their reservation so that the shuttle bus is at the terminal when their flight arrives. National Car Rental staff can also track flights and will stay open if flights are delayed past their hours of operation.

If you are renting a car from National and plan to leave your car, there is no charge for parking your car at the National Car Rental office.

Nationally: Effective November 12, National will no longer charge an additional fee for renters between the ages of 21-25. Graduate Students who are University employees must continue to bring proof of employment from the University in order to rent from National. Starting November 1, 2007, all Emerald Club members are only required to present a valid driver license as identification at the time of rental. This eliminates the past requirement to provide a credit card since this information is already on the member's profile.

The only time that additional identification will be needed other than the drivers license is when a traveler wishes to pay for the rental with a credit card other than the one listed as primary on their profile. This applies to rentals such as leisure rentals where the corporate credit card will not be used for payment. This will speed up your exit booth time and speed up the transaction times of those who are exiting the lot ahead of you.

Please direct any suggestions or comments to the University Travel Manager, Debbie Gulliver, at telephone (517) 355-0343, or email gullive5@ctrl.msu.edu or fax (517) 432-4656. 2