

TRAVERSING THE GLOBE

Volume 6, Issue 1

by Debbie Gulliver, University Travel Manager

January 2009

Corp. Travel Cards:

Clarifications...

By now, most of you who had GE MasterCards should have received your American Express Card in the mail. The American Express Card is replacing MasterCard and card members have 2 months, or until February 17, 2009 to activate the American Express card or their account is closed.

Here's what you should know:

1. When activating your American Express Card, please dial 1-866-913-6689. You will be asked to enter your account number or Social Security number. Please enter your American Express account number. The prompt will then ask for your Social Security number. Once complete, you will be advised that your account has been activated. You may also set up a PIN for ATM access at this time.
2. Your American Express Card comes in a plain, white envelop. Please review your "junk" mail carefully before sending it to "file 13" as it may not be.
3. You may access your account activity at <http://www.netserviceaccess.com>. If you have not registered, please do so as this is a very handy tool and provides you with 24/7 access to your account.
4. When making payment on your December balance, please list your MasterCard account number and your American Express card number. This will eliminate any confusion in applying payment to your account.
5. The benefits may be slightly different, please review the information that is sent with your American Express Card.

Corp. Travel Cards:

Clarifications continued...

Many of you have expressed concern regarding acceptability of American Express. Please know these concerns have been shared with GE MasterCard and American Express. Also know your feedback is vital to a successful program. If we have travel benefits that don't fit our needs, we need to evaluate, negotiate, and educate. So please continue to share. The best way is by emailing travel@ctrl.msu.edu.

Updates:

To the Manual of Business Procedures...

Beginning on January 1, 2009, the standard mileage rate of reimbursement will be 55 cents per mile. This rate applies to all Michigan State University reimbursed travel taking place on or after January 1, 2009.

Please use the Reimbursement Chart as an up to date resource of travel reimbursement rates:

<http://ctrl.msu.edu/combp/ex70a.aspx>.

The domestic meal per diem rates for 2009 remain unchanged from 2008. You will find that a few addition cities have been added, however, the four basic reimbursement levels are the same: Standard - \$39.00/day, Key - \$44.00/day, Special - \$54.00/day, Major - \$64.00/day. Please remember that if your destination is not listed on the Meal Per Diem Rate Chart, the city is considered a "Minor" city. The chart is available at:

<http://ctrl.msu.edu/COtravel/MealRates.aspx>.

Stay up to date on policy and procedure changes, travel program modifications, and the introduction of our new preferred travel agencies by joining the University Travel ListServ at <http://ctrl.msu.edu/COTravel>. Look under "News".

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Travel Approval:

Clarification on University Policy...

Per the Manual of Business Procedures, Section 70, all travel must be authorized or approved in advance of departure. It is preferable for travelers to have this approval prior to making any travel reservations, including airline tickets and conference registration.

In advance of the travel, authorization or approval must be given by someone administratively senior to the traveler. Travel Authorizations should be retained in the department.

Employees should complete the emergency contact information as requested in Section E of the Travel Authorization and Emergency Contact form, prior to their trip. In the event this information is not completed, the college/major administrative unit will be responsible for all costs incurred while resolving any travel related emergency situation involving faculty, staff, temporary or on-call employees. These costs may include, but are not limited to, legal fees, worker's compensation, and phone costs.

Emergency contact information may be filed separately, with the department for which travel is taking place, no matter how you receive approval to travel.

Hotel Receipts:

We need your help! If requesting reimbursement for a hotel stay, please be sure that the hotel receipt shows a **zero** balance. Otherwise a credit card statement showing payment in full is required. Thank you!

Happy New Year!

Best Ever...

Travel Arrangers Open House...

What do you get when you combine 22 travel vendor representatives and 132 travelers and travel arrangers? Our 5th year of Travel Arrangers' Open House at the James B. Henry Center for Executive Development was our most successful! Thanks to all of you who attended.

There was standing room only at this well attended event. Thanks to Shana Killips, Sales Manager for the Henry Center, and the staffs of the Henry Center, University Club, and Candlewood Suites for an awesome day!

The presentations made by Passageways Travel, Tower Travel Management, Delta Air Lines, Capital Region International Airport, Conlin Travel, Michigan Flyer, National Car Rental, and Enterprise Car Rental will be available on the Travel Office website at <http://ctrl.msu.edu/COTravel>.

New at DTW:

Northwest Airlines offers...

Northwest Airlines is now offering E-Boarding Pass at Detroit Metropolitan Airport. Customers using nwa.com check-in from a PC or mobile device can receive an electronic boarding pass on a mobile phone or PDA. Simply display the barcode at the security checkpoint and at the gate to board.

When using nwa.com check-in from your PC or mobile device, select the E-Boarding Pass option from the drop down on the "Completing your Check-in" page. Provide your mobile information when prompted and your E-Boarding Pass will be sent to your mobile device after you complete check-in.

At the airport, have the barcode image available on the screen of your device when approaching the security checkpoint or boarding gate. To find out more, please visit:

<http://www.nwa.com/checkin/eboarding/>.