

TRAVERSING THE GLOBE

Volume 6, Issue 2

by Debbie Gulliver, University Travel Manager

February 2009

MSU Travel Program:

Updates Abound!

On February 21, 2009, our new Preferred Travel Agencies will be Tower Travel Management and Passageways Travel. Both agencies will work to provide you with top notch service. The goal that has been set for both agencies is to provide "One Stop Shopping".

After numerous years of dedicated service, especially to our foreign travelers, Anderson Travel will be closing their doors. Effective February 21, 2009, Anderson Travel will cease in being a preferred travel agency for Michigan State University. The last day in which direct billing will be available through Anderson Travel is Friday, February 20, 2009. We wish the staff at Anderson Travel all the best as they move into new chapters of their lives. Rick Anderson, Ann Hudzik, and Cathy Wittchell, all of Anderson Travel, will be joining Passageways Travel on Monday, February 23, 2009. Current reservations made by Anderson Travel will be handled by Rick, Ann, and Cathy through Passageways Travel.

It is our sincere hope that travelers and travel arrangers will have all of their travel needs met by Tower Travel and Passageways Travel. Services to be offered include, but are not limited to: direct billing of airfare/rail, access to travel discounts, reservations of car, hotel, events, group and meeting planning assistance...All this at lower service fees. Each agency has prepared an introduction to their company which is posted on the Travel Office website at <http://ctrl.msu.edu/COTravel>. In the near future, both agencies will begin offering educational opportunities through Human Resource Development.

Please stay tuned for the announcement of dates and times for these events. Training sessions will include information about each travel agency and what they offer MSU, and will include a review of on-line booking tools.

With the change in Preferred Travel Agencies, other enhancements are on the horizon. Read on for more details...

How We Got Here...

Choosing Preferred Travel Agencies:

Over one year ago, a Travel Advisory Committee was organized to help evaluate proposals from potential travel management companies. This comprehensive process included a national search in which companies were asked to respond to a Request for Proposal (RFP). From this, we were able to glean two agencies which we feel, overall, can best meet the needs of Michigan State University travelers and travel arrangers in addition to providing some much needed technological support.

Our hope and the hope of the Travel Advisory Committee is that by selecting Tower Travel Management and Passageways Travel, our University travelers and travel arrangers will experience increased service and value. An On-line survey will be available for your input. In addition, initially, the Preferred Travel Agencies will be reviewed by the Travel Advisory Committee on a monthly basis. We hope that you will provide constructive feedback so that we can make appropriate adjustments and help ensure quality service from both Tower Travel and Passageways Travel.

MSU Travel Portal:

University Travel at Your Fingertips...

A Travel Portal has been developed and is being shared between Michigan State University, Passageways Travel, and Tower Travel Management. The tool will afford users a single sign on allowing them access to the MSU profile, both on-line booking tools (ResX and Get There), tutorials for these tools, electronic invoices for direct billed airfare/rail, flight status checker, and much, much more. On February 21, 2009, this tool will be available for use.

If you have been using ResX to book airline tickets, you will now have access to this system through the Travel Portal. After February 20, 2009, Trip Manager will no longer be available to Michigan State University travelers and travel arrangers.

In the coming days, further announcements will be made regarding availability and accessibility of the MSU Travel Portal.

More Travel News on Page 2...

Please direct any suggestions or comments to the University Travel Manager, Debbie Gulliver, at telephone (517) 355-0343, or email gulliver5@ctrl.msu.edu or fax (517) 432-4656. 1

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Direct Bill Profiles:

New and Improved...

Beginning February 21, 2009, the direct bill application/profile will be done as an electronic document on the MSU Travel Portal. The profile must be completed for anyone making travel arrangements for or traveling on University business and wish to utilize Tower Travel Management or Passageways Travel. The profile will permit the cost of airline and rail tickets to be billed to MSU account numbers. Profiles will be sent to Tower Travel Management and Passageways Travel as well as their on-line booking tools, Get There and ResX.

If you already have a direct bill application on file, you will have a profile and may book travel through either Tower Travel or Passageways Travel. Profiles may only be updated and new profiles must be completed on the MSU Travel Portal.

Because Non-University travelers and students will not have access to the Portal, Travel Arrangers will need to complete profiles for any non-University travelers or students who will be traveling for Michigan State University.

Electronic Receipts:

When Using our Preferred Travel Agencies...

Beginning Saturday, February 21, 2009, University Travelers and Travel Arrangers will be sent via e-mail an electronic invoice when purchasing tickets issued by Tower Travel Management and Passageways Travel. These agencies will not be generating passenger receipts no paper invoices.

Electronic invoices will also be posted on the MSU Travel Portal. A printout of the electronic invoice must be attached to the travel voucher. In addition, ledgers may be reconciled by accessing the electronic invoices. Further, there will be no need for the agencies to provide copies to Michigan State University.

New Face:

Welcome Susan McKay!

In the midst of the changes in our Preferred Travel Agencies and how we make those reservations, we would like to introduce Susan McKay, who has joined the Accounting/Voucher Processing/Travel team which operates out of the Controller's Office. Please welcome her to the MSU team. We are excited to have her! Susan's first day is Monday, March 2, 2009.

Crossing the Border:

New requirements go into effect...

Starting June 1, 2009, U.S. citizens will need a passport, passport card or enhanced driver's license to travel to/from Canada, Mexico, or the Caribbean.

• **Passport:** A blue booklet issued by the U.S. Department of State. Good for 10 years and lets you travel most places in the world. Apply in person through your local post office or by mail if renewing. Apply at least six weeks before travel.

Cost: \$100 for adults and \$85 for children under 16; \$75 to renew (www.travel.state.gov, 877-487-2778).

• **Passport card:** A new laminated card issued by the U.S. Department of State. Good for 10 years and lets you travel anywhere by land or sea in Canada, Mexico or the Caribbean – but it is not good for travel by air or anywhere else in the world. Apply in person through your local post office or (if you already have a passport) by mail. Apply at least six weeks before travel.

Cost: \$45 for adults, \$35 for children under 16. It is \$20 if you already have a passport.

• **Enhanced driver's license:** A state driver's license containing a citizenship/identity chip; it will function like a passport card at the border. It lets you travel by land or sea in Canada, Mexico or the Caribbean – but like the passport card, it's not good for travel by air or anywhere else in the world. Apply in person at one of 14 designated Secretary of State's Office branches – but note that this option will not be available in Michigan until spring. Once they are available, the licenses will take 2 – 3 weeks.