

TRAVERSING THE GLOBE

Volume 6, Issue 4

by Debbie Gulliver, University Travel Manager

May 2009

Secure Travel:

More information...

As you are aware, the Transportation Safety Administration (TSA) has announced plans to move forward with their [Secure Flight](#) program throughout 2009. Secure Flight conducts uniform prescreening of passenger information against federal government watch lists for domestic and international flights.

Under the Secure Flight program, travel agencies and airlines will be required to collect the following data from all airline passengers at the time the reservation is made;

1. Full Name
2. Date of Birth
3. Gender

If available, passport data redress number and known traveler number must also be transmitted to the TSA.

Secure Flight requires that domestic aircraft operators request and collect full name as of May 15, and date of birth and gender as of Aug. 15 for their domestic flights. For international flights, full name, date of birth, and gender must be requested and collected as of Oct. 31, 2009.

The information you provide must match exactly the information printed on the government-issued photo identification that you will use at the TSA screening location at the airport. Many of our travelers use various versions of their complete, legal name when traveling, including nicknames, middle names, etc. However, it is critical that the legal name that appears on your airline ticket exactly match the name on your ID. For example, if you have a middle name listed on your ID, your middle name **MUST** appear on your airline ticket. If the name on your ticket does not match the name on your identification, you may encounter delays or may be denied boarding.

This program may impact your airline, car and hotel loyalty programs. Please take this opportunity to review the name you used to register for airline, car and hotel loyalty programs. Many of these programs perform a name match before crediting your account. If your name on your ticket no longer matches your name on your account, this may impact your ability to earn credit in these programs.

For example, if your frequent flyer account was created under the name Bob Smith, but your legal name is Robert Smith, you will need to update your frequent flyer account to match your legal identification so that there is no discrepancy that may prevent you from earning mileage credit when you travel.

Secure Flight con't:

Airlines, reservation system providers, and the travel industry at large are working to update the systems used to collect and record this data. The TSA is working to introduce this program in phases throughout the summer. Please begin the process of updating personal information with MSU's preferred travel agencies, Passageways Travel and Tower Travel Management, and your industry loyalty programs now so that you will be ready when the program is fully implemented.

Visit <http://www.TSA.gov/> for updates on Secure Flight.

Travelers Database:

A valuable resource for you...

The Travelers Database is a basic registry system for all university sponsored, non-study abroad faculty, staff, and graduate student international travel. Information needed for entry is available from the traveler's completed Traveler Authorization form. (Note Study Abroad has its own database so those folks are already in the system).

It is the responsibility of a traveler's unit, college or department to register their travelers in the database. This ensures that a Travel Authorization Form is completed prior departure. Ideally, travel should be registered at least 2-weeks prior to departure as the registry confirmation e-mail <<http://isp.msu.edu/travel/documents/UpdatedConfirmationofTDBRegistration-May409.pdf>> goes to travelers as soon as their data is submitted, includes important pre-departure information and advice.

If you are a traveler and you are unsure of whether or not your travel is being entered, contact your travel arranger. If they aren't already using the database, they can contact Julie Friend at friendju@msu.edu to get an ID and Password assigned.

Feel free to review the Travelers Database website for more information:

http://isp.msu.edu/travel/travelers_database.htm

Please also view our ISP's international travel resources page: <http://isp.msu.edu/travel/travel.htm>

Health and safety information about study abroad programs can be found at: <http://studyabroad.msu.edu/safety/>

More Travel News on Page 2...

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Traveling Abroad:

More reasons to register international travelers...

Registering international travelers on the Travelers Database becomes even more important because of the travel advisories e-mailed to each international traveler registered on the database. For example, China is currently enforcing quarantines communicable diseases. Quarantines of this nature could expand to include other countries.

In addition, when there are health issues that are or may affect MSU's travelers, the University Physician sometimes needs to know how to reach faculty and staff.

If you have any questions or concerns regarding health advisories specific to the region to which you are traveling, please contact the MSU Travel Clinic at <http://travelclinic.msu.edu> or 517-353-3161 or visit the World Health Organization's (WHO) website, <http://www.who.int/>.

Cost Savings:

A Study of Options...

In preparing for a recent business trip to the University of Illinois, I did a cost comparison to see what would be the most cost effective way to travel from Michigan State University. I was surprised at the results!

The lure of traveling on an airplane has always been irresistible, but travel to Champaign, Illinois or one of its nearby airports proved to be costly in both time and money. Roundtrip airfare at best was over \$400.00 into Champaign with departures from Lansing were efficient and late enough on Mother's Day that I could enjoy family, but the return flights back into Lansing or Detroit were either too early or too late. The closest airports to Champaign, Chicago and Indianapolis, offered more flight options but with the addition of a rental car, were even more expensive.

After giving up on my dream of flying over America's heartland, I realized that car travel would have to be my mode of transportation. Further, the realization hit me that I had more choices to make: personal car, motor pool, or National Car Rental.

Driving my personal car, while comfortable, would cost me wear and tear on my vehicle. It would cost my department 650 miles or \$357.50 in reimbursement.

Driving a motor pool car would cost \$16.00 per day plus \$.41 per mile or \$330.50. I would have to pick the car up on Friday between 4 PM and 5 PM as Motor Pool is closed on the weekends and I wanted to avoid an additional daily fee (Friday).

Cost Savings con't:

Lastly, I called our local National Car Rental agency, located at the entrance to Capital Region International Airport. Utilizing the Big 10 Agreement, the rental fee for a full size car (a midsize was the same price), including insurance, taxes, fees, and gasoline, was \$242.42. By choosing this option, I was free to leave when I wanted, leave my car at the National Car Rental location for no additional fee, and save my department a minimum of \$90.00. When you're thinking about travel consider alternatives that could save you and your department time and money.

PS: National Car Rental coupons for additional savings are available on the Travel Office website at <http://ctrl.msu.edu/COTravel> and through the Travel Office/Voucher Processing. Our contract (**Contract ID# 5001514**) with National includes loss damage waiver and liability insurance, and is available to all MSU employees and retirees for business or personal travel.

National Car Rental:

Lansing has a lot to offer MSU Travelers...

It's been just over a year since National Car Rental moved out of the Capital Region International Airport terminal and into their building at the entrance to the airport. When National moved, enhancements were made to provide better service to MSU travelers. First, National enlarged their fleet so that there are more cars from which to choose. Second, when renting a car from National, MSU renters can leave their cars in the National Car Rental lot at no additional cost.

Details of MSU's rental program with National Car Rental are available for review on the MSU Travel Office website at <http://ctrl.msu.edu/COTravel>. Check out the on-line coupons and additional discounts given when reservations are made on the National Car Rental/Michigan State University website available only through the above link.

Reminders from National Car Rental...

Graduate Students should have letters on MSU letterhead explaining their business need to rent a car. The MSU contract is not otherwise available to graduate students.

After Hours Returns Instructions: If you are flying out and returning your rental car outside normal business hours, park the car in the Long Term Airport Parking Lot and leave the parking ticket in plain sight inside the vehicle. Car keys need to be dropped in the After Hours Drop Box located inside the airport at the first ticketing/departures entrance between the two doors.

If you are returning outside normal business hours and have left your vehicle at the National Car Rental agency, please find an available parking space, lock the vehicle, and drop the keys in the Depository slot on the back of the building.

More Travel News on Page 3...

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MSU's Preferred Travel Agencies: *Why Use Them?*

Michigan State University's preferred travel agencies are knowledgeable of University travel policies and have direct access to the University's travel discount programs. Further, by utilizing Passageways Travel and Tower Travel to purchase airfare and rail, you may directly bill the cost to a University account number. This takes the burden of the purchase off of the traveler, who must wait until after travel has been completed to seek reimbursement.

Knowing MSU's travel policies, preferred travel agents are able to effectively assist travelers in making air, rail, hotel, and car reservations. With discounts available on airfare, hotel and car reservations, MSU's preferred travel agencies can provide cost saving options to travelers to which they would otherwise not have access.

Meet the Travel Agents:

Getting to know the people who service MSU...

For the next few issues, a travel agent from each of MSU's preferred travel agencies will be featured. Meet Jennifer Slago from Tower Travel Management and Susan Falkiewicz from Passageways Travel.

Jennifer Slago:

Jennifer is a specialist in Tower Travel Management's Groups and Meetings Department. She has more than twelve years of experience in the travel industry, including eight with Tower Travel Management. She has worked extensively with Fortune 500 companies and their executive management teams to develop world class itineraries and create exceptional experiences. Her clients have included large professional and charitable organizations that are in need of diverse and robust travel plans for complex and challenging portfolios.

Jennifer and her husband have three boys ranging in age from 1 to 4. She is also a local Childcare Coordinator in her community with Cultural Care Au Pair. Jennifer is a mediator, a diplomat, a marketer and an advocate of the cultural exchange program. She works closely with host families and au pairs, and is very active in the Kids First

Charity program. She has hosted au pairs from Germany, Sweden, Costa Rica and Mexico.

Jennifer and the rest of the MSU call center team are ready to assist MSU faculty and staff members with all of your travel needs! You can contact them at 866.658.4228.

Susan Falkiewicz:

Susan began her travel career working for Delta Airlines in 1989 in Southfield Mi as a Domestic Reservation Agent. Not long after, she accepted a position as a Domestic Customer Service Agent handling internal and external customers. In addition she worked in the Delta group department.

In 1993, when Delta Airlines closed their Southfield, Michigan office, Susan transferred to the Cincinnati office and over the years in Cincinnati, she worked in numerous departments including International Sales, International Customer Service, International Rates and Reissues, and International Special Member Services.

Susan was also a Delta Team Coach, a Subject Matter Expert and assisted in the training department. She worked alongside her Supervisor conducting back room monitoring and assisting in the improvement of customer service levels with her team.

She recently left Delta Air Lines after 18 years to relocate to Northern Michigan with her family and joined Passageways in October 2007 as an International Corporate Travel Consultant.

Save the Date:

Traveler Arrangers...

The Annual Travel Arrangers' Open House at the James B. Henry Center for Executive Development has been scheduled for Tuesday, September 29, 2009. This year, the program is being revamped to empower MSU Travel Arrangers with the tools they need to be successful. Stay tuned for further details...