



The JCU Traveller

April Newsletter

7 April 2008

In This Issue

- Airline Discounts- what it means for you
- TMC fees- get the facts!
- Using other travel providers- discover the rules that apply
- JCU moves ahead- forget the Travel Requisition numbers!
- Take the time and stress out of finding accommodation- we tell you how!
- Having problems using e-res- maybe we can help!
- How to confirm your quote

What are those acronyms?

TMC =
Travel management
Company

WTP =
World Travel
Professionals

Category of Links

<http://www.jcu.edu.au/office/fabs/general/Travel.shtml>

Contact Us

The Purchasing and
Travel team:

Michelle Martin x6563

Linda McDonald x5010

Lee Tindal x4578

Airline discounts

JCU has contracts in place with both Qantas and Virgin Blue. Discounts are available through both (see below), but only when travel is booked through JCU's Travel Management Companies (TMCs), World Travel Professionals and Escape Travel. The discounts are applied at the point of sale/time of booking, which means that the traveller receives the discounts directly through reduced airfares.

Virgin offer:

- 5% Discount available on all fares booked on World Travel Professionals **e-Res** domestic booking tool. *Note: These discounts are not available when bookings are consultant assisted eg. phone, email, fax.*

Qantas offer:

Fare Type	Discount
Business Class (J)	25%
Fully Flexible (Y)	30%
Flexi Saver (B/K)	15%
Super Saver (M/R/L/V/S)	10%
Red Deal (N/O)	n/a
Regional – Route Specific (CNS – TSV & TSV – CNS)	
Fully Flexible (Y)	30%
Flexi Saver (B/K)	15%





E-Res (WTP's on-line booking tool)

If you have been experiencing system errors when using e-res, the following quick fixes may help:

1. Delete your Internet cookies.
2. Search for accommodation options prior to selecting flights. The airlines only allow flights to be held for a limited period of time and therefore a timeout error will often occur if time is spent looking at various accommodation options.

Travel Management Company management fees

For consultant assisted bookings, the management fee charged by both WTP and Escape is **7.25% of the net/base fare** (which excludes all taxes eg. GST and airport taxes).

This fee applies regardless of how the travel is booked – phone, email, fax or e-book.

The following management fee applies to travel bookings made through WTP's on-line booking tool, e-res:

On-Line Booking Engine Bookings		OBE bookings
Domestic (up to 4 sectors)	\$22.00	automatically revert to consultant assisted booking fee if assistance is required with the booking or if any changes or cancellations are required. The fee will then be charged at 7.25% if greater than the OBE fee.
Additional sectors	\$ 6.00	
Trans Tasman (up to 4 sectors)	\$32.00	
Additional sectors	\$ 8.00	

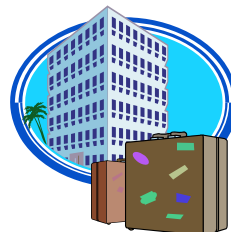
For the period, 1 October 2007 to 28 February 2008, TMC management fees paid totalled \$63,500, whilst traveller's directly received \$108,347 in discounted airfares.

Accommodation

When making your next travel booking, why not ask WTP or Escape Travel to provide you with accommodation options. WTP and Escape Travel have access to:

- o Government rates;
- o Travelscene American Express negotiated rates; and
- o Instant purchase/upfront payment accommodation (comparable to Wotif and Ready Room rates etc).

Note: the Government and Travelscene American Express rates are more flexible and easier to change without penalty than the instant purchase/upfront payment rates.



Accepting the TMC's quote

It is common practice for the TMCs to provide two quotes/costed itineraries. If you have already researched flight options please provide this information to the TMC so that they can cost this option as well as spend more time searching for a possible alternative.

It is also important to respond to the TMC before the ticketing deadline. *(Remember the ticketing deadline for Qantas domestic flights is 6.00pm on the same day the quote is issued).*

Your response could be, for example:

1. Please ticket and invoice
2. Please cancel
3. Please requote (and list changes required – dates/times/destinations etc).

Acceptance of the quote/booking by the traveler or travel booker is required in order for the TMC to proceed to ticketing and invoicing. Ticketing will not occur until after the approval has been received, and if this occurs after the ticketing deadlines outlined in the itinerary provided, then a fare increase may result.

Orgu.Project.Fund vs Travel Requisition Number

At the time of booking the TMC will request that an Orgu.Project.Fund (account number) or travel requisition number be provided. It is JCU's preference that an Orgu.Project.Fund (account number) be provided to the TMC. The travel requisition number is a legacy of the paper based travel requisition system which is currently being phased out with the implementation of corporate credit cards and Spendvision.

Use of other travel providers

The use of other travel service providers is ***not permitted*** unless exceptional circumstances exist, such as:

- 1 A package deal connected with a conference offers substantial savings;
- 2 Route availability is not offered by the TMC/s;
- 3 A substantially cheaper airfare is available. In this situation, the TMC/s must have quoted on exactly the same airfares (apples and apples comparison) and the saving must be more than the TMC Management Fee.

Under the above circumstances, the traveller **must** obtain approval from the Coordinator, Purchasing and Travel (email purchasingtravel@jcu.edu.au), before booking through a supplier other than WTP or Escape Travel.

In the case of no. 3 above, the Coordinator, Purchasing and Travel must be provided with quotes from the TMC/s and the other travel service provider (apples and apples comparison – with same airfares quoted unless route availability is not offered by the TMC).

