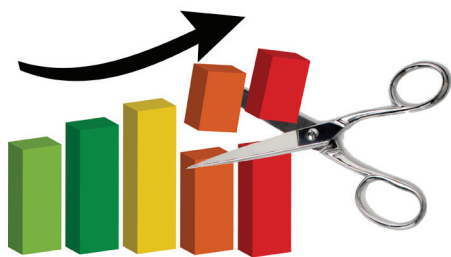


CWTSatoTravel Compass

Quarterly newsletter providing industry information and advice for government travel managers

September 2012

Tips to Travel Smart and Cut Costs



It is no secret that government agencies are being asked to reduce travel spend. While travel is necessary to successfully complete missions, agencies are looking at solutions to increase savings. Here are five travel tips travelers can use to travel smart and cut costs.

1. When booking travel through your preferred travel agency, book your entire trip (air, car and hotel) at the same time.

If you only booked a portion of your trip (i.e. air) and need to book the remaining piece (i.e. hotel), ensure the agent books under your current itinerary to avoid another transaction fee. Mention you have an existing reservation prior to booking.

2. Consider connecting flights and/or alternative airports to decrease costs. For example, if you are based in the Washington, D.C. metro area, you have three airports to choose from – DCA, IAD and BWI. Check each location to determine the most cost effective option. Also, when using the City Pair Program, book early to take advantage of _CA fares.

3. Use hotel programs that guarantee rates at or below per diem and include amenities such as free Internet, breakfast and parking in the rate.

The CWTSatoTravel Hotel Program and FedRooms offer rates that can save money on lodging. If you are attending a meeting or seminar, look for hotels near the conference hotel that may offer a lower rate. Saving hundreds of dollars is worth walking a few blocks.

4. For government agency travelers, use your SmartPay travel card for all official travel expenses. Not only are you exempt from paying state tax in 11 states, but your agency also receives rebates. It is a win-win.

5. Be mindful of all costs and “travel as if you were spending your own money... Wait, it IS your money.” – said during the General Services Administration’s Center for Travel Management presentation at SGTP EdCon in September.

City Pair Program 48-Hour Auto Cancellation: What it Means to You

The General Services Administration (GSA), which manages the City Pair Program (CPP), will implement a 48-hour auto cancellation provision October 1, 2012. The provision enables airlines to cancel CPP reservations not ticketed 48 hours prior to departure*.

GSA is implementing the requirement in an effort to reduce the number of reservations reserved but not cancelled or ticketed (\$192 million worth of unused reservations occurred in FY2011) and ensure the government receives the best fares.

If reservations are auto-cancelled, there is no assurance that CWTSatoTravel will be able to re-acquire the seats or re-acquire them at the same price.

Additionally, the traveler is responsible for cancelling remaining trip segments (i.e., car and hotel). In order to avoid auto cancellation travelers, travel arrangers and travel approvers should:

1. Make reservations early
2. If you use an individual government issued credit card for payment, ensure the account is activated and funds are available
3. Process authorization approvals as quickly as possible to avoid CPP reservations being cancelled 48 hours prior to departure
4. If you use an online booking tool, ensure all profile information is up-to-date to include:

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GIFT CARD SEE PAGE 2**

- Credit card information if using an individual government issued card
 - TSA required security information
5. Ensure you receive an invoice/itinerary from the TMC/CTO which confirms your electronic ticket has been issued. An invoice/itinerary will include:
 - Details of your travel arrangements (including car and hotel reservations)
 - The electronic ticket number(s)
 - The ticket(s) cost
 6. If you have not received an invoice/itinerary prior to the ticketing deadline, contact the TMC/CTO reservations team immediately

For a list of GSA FAQs, click [here](#).

**DOD travelers: Air travel must be approved and ticketed at least 72 hours in advance of the departure to avoid auto cancellation. For more information, click [here](#).*

Sign-up [HERE](#) to get your travel news delivered to your inbox!

How Well Do You Know Travel Regulations?

Show us how well you know government travel regulations.

Take our quiz for a chance to **win a \$20 Starbucks gift card**.
Read scenarios concerning travel reimbursement and answer “yes” or “no” **by 5 p.m. EST October 12**. One winner will be drawn October 15.

Find the answers and rationale at CWTSatoTravel.com October 15.

[CLICK HERE TO BEGIN](#)



Did You Know: TSA Eases Security Process for Wounded Warriors

The Transportation Security Authority (TSA) has established the Wounded Warrior/Military Severely Injured Joint Support Operations Center Program (MSIJSOC) to make security screening easier for our wounded warriors.

While its name isn't simple, MSIJSOC enables service members to make prior arrangements to ensure security screening is. Once flight arrangements are made, service members or their representatives can contact operations centers with details (email MSIJSOC@dhs.gov or call 1-888-262-2396). The operations center will notify the Federal Security directors or dedicated representatives at the involved airports to ensure necessary screening is conducted with empathy and respect and as trouble-free as possible. The service is available 24 hours a day and 7 days a week. Click [here](#) to learn more.



Taking Leave with SatoVacations: Plan a Once-in-a-Lifetime Experience

Whether you are looking to plan a wedding, honeymoon or vow renewal, SatoVacations travel experts can help you arrange a once-in-a-lifetime experience with our preferred partner, Sandals.

Plan a perfect destination wedding by choosing from six signature wedding themes through Sandal's Beautiful Beginnings wedding packages. Experience a dream honeymoon that is jammed-packed with FREE extras! Or, say “I Do” all over again in paradise.

SatoVacations' military travelers receive an additional 10% off bookings. Contact our travel experts to begin planning. Call 1-877-698-2554 or submit a [travel request](#) and an expert will contact you within 24 business hours.



Let's Talk Loyalty: United Airlines Mileage Plus®

United's Mileage Plus® loyalty program allows members to earn miles by flying United, United Express®, Copa Airlines or Star Alliance® airlines and by purchasing from a variety of global partners. Use award miles for travel, hotel, car rental and everyday purchases! Click [here](#) to learn more.

Per Diem Travel Rates Frozen for 2013

2013 per diem travel rates will remain at 2012 levels in an effort to decrease travel costs according to the General Services Administration.

FY2013 per diem rates will go into effect October 1. For more information, visit www.gsa.gov/perdiem.

Hertz to Buy Dollar Thrifty

Hertz Global Holding, Inc., announced in August that it will buy Dollar Thrifty Automotive Group, Inc., for about \$2.3 billion. The acquisition will reduce the number of key players in the U.S. auto rental industry to three: Enterprise Holdings, Hertz/Dollar Thrifty and Avis Budget Group.

CWTSatoTravel, partnered with all three companies, received the Hertz “Partnership Award” in June.

Hotels for Heros

Wyndham Rewards is a partner with Hotels for Heroes, a program that allows people to donate loyalty points for veterans and their families to use for hotel stays while service members undergo treatment at a military or VA medical center.

Wyndham Rewards donated ten million Wyndham Rewards points (equal to approximately 1,000 free room nights at the 10,000 point level) to start the account.

Hotel for Heroes is a program of the nonprofit Fisher House Foundation. Hotels for Heroes works directly with the Department of Defense to screen and authorize who can receive free accommodations on behalf of the program.

For more information, visit www.fisherhouse.org or donate points at Wyndhamrewards.com.

Spotlight on Service

“I just wanted to take a minute to express how helpful and upbeat Nancy was when helping me get my overly complicated travel plans together.... I'm very grateful to have had someone who was so proactive and positive the whole time.”

- A CWTSatoTravel traveler's experience with one of our dedicated agents