Transition to Omega World Travel

Travel Informational & Training Meeting

SSC Room 53

August 10, 2016

Introduction of JLab Transition Team

- Jenita Everett, Staff Accountant & Acting Travel Supervisor
- Sasi Wojcik, Travel Accounting Specialist
- Matt Krug, Financial System's Manager
- Christine Fragapane, Projects Administrator (TC Rep.)
- Pam Turk, Accounting Manager

Introduction of Omega Staff

- David Coffman, Implementations Manager
- Jeff Embrey, Account Manager
- Janice Bowser, Primary Corporate Agent
- Debbie McDonald, Applications Management

Introduction to Omega

- Selected as JLab's new agency based on their capabilities, experience, advantageous pricing, and customer satisfaction.
- Over 43 years of experience in the travel industry.
- Diversified customer base across multiple industries including several DOE Laboratories.
- **Effective August 1, 2016 Omega is responsible for <u>ALL</u> travel related matters including reservations and unused tickets originally made by CI Azumano (CIAZ).**

Differences / Changes

- No On-site agent.
- Policy violation pop-up message during reservation process will require justification:
  - Drop down box of reasons available.
- Established electronic approval for policy violations:
  - Air, Rental Car, & Hotel,
  - Requires Travel Services (TS) approval,
    - Review validity of out of policy justification(s),
    - Rejections will auto generate an email to the Travel Coordinator and Traveler,
- TS approval for tickets >$2,100 has been eliminated.

Differences / Changes

- Streamlined Omega's validation of Approved Travel Authorization:
  - Rejections will auto generate an email to the Travel Coordinator. A brief description identifying the reason will be provided to the Travel Coordinator who will be responsible for correcting the T/A.
- Hotels booked through Concur
  - Over per diem
  - Conference hotels
  - Local hotels
- Duty of Care for safety and security purposes:
  - Mobile numbers will be required in the Traveler's Profile,
  - Recommend hotels are booked through Concur.

Differences / Changes

- After Hour Services:
  - Travel assistance calls to Omega outside normal business hours (Mon-Fri 8am-6pm EST/DST) are charged a service fee of $15 per call so travelers should limit calls during these hours to emergencies or unforeseen changes in travel plans,
  - Charged to traveler's POA.
- Southwest Reservations:
  - Can now be reserved via Concur,
  - Will receive policy violation notice – DISREGARD at this time,
  - Will be included in determining lowest available coach fare,
  - No seats pre-assigned, will receive boarding zone code at time of check-in.
    - Check-in available 24 hours prior to departure
    - SW offers Early-Bird boarding pass at an additional cost,
      - JLab will not reimburse the traveler for this cost.

Pricing Structure

- Year 1 Aug 1, 2016 – July 31, 2017
  - Agent-booked itineraries (International) $28.00,
  - Self-booked through Concur,
    - Omega $6.00
    - Concur $4.15
    - Southwest $2.00
    - Amtrak $2.00
    - Hotel $0.00
    - Rental Car $0.00
    - After Hours $15.00

Airline Industry Profit Creativity

- Seat Selection at Ticketing:
  - All seats available at time of ticketing;
    - Must select a seat available for no additional cost,
      - Yes, even if it is a middle seat.
  - Only seats available for purchase at time of ticketing;
    - Select the least expensive seat,
      - Even if it is in the middle, by the window, or in the back.
  - No seats available at time of ticketing;
    - Select a seat at time of obtaining boarding pass,
      - If unable to obtain a seat without going to the airport, go to ticket counter (not the kiosk) upon arrival. They must give you a seat at no additional cost.
      - Show up early for check-in

Concur Demonstration

Debbie McDonald

Omega Applications Management

Travel Contact Information

Omega World Travel

- Primary Corporate Agent: Janice Bowser
- Standard Business Hours: Mon-Fri 8am-6pm
- Domestic #: 1-888-527-1279 Email: jefferson@owt.net
- International # will be included on your itinerary.
- **All calls to Omega outside of standard business hours will automatically drop into an After Hour Services queue and will incur additional charges per call (not issue).**

- **Concur** General & Technical support: 1-866-635-8497

- **JLab** Travel Services #: 757-269-7192, TRAVELS@jlab.org

Test Question 1:

Who do you call if you are traveling on a CIAZ issued itinerary?

Test Question 2:

Did you sign the meeting attendance sheet?

DOE Requirements for Travel to France

- Contact information at all times
  - Mobile Phone & Email
  - Physical Location Contact Information
    - Hotel & Business Venue

- Stay is greater then 10 Business days
  - Requires Security Briefing at Embassy Paris
    - Offered Tuesday Mornings at 10am
    - Requires Appointment
    - Register in MIR3 https://ondemand.mir3.com/missionfrancesms/login/

- FTMS & Country Clearance Submission to State Dept.
  - Required at least Two Weeks prior to Departure

- Concur Profiles – Establish for All employee travelers
  - Use Guest profile only for guests

Questions?

Federal Acquisition Regulation

- JLab required to follow Federal Acquisition Regulation (FAR)
  - Part 31.205-46 Travel Costs:
    - Excerpt to emphasize;
      - (b) Airfare costs in excess of the lowest priced airfare available to the contractor during normal business hours are unallowable except when such accommodations require circuitous routing, require travel during unreasonable hours, excessively prolong travel, result in increased cost that would offset transportation savings, are not reasonably adequate for the physical or medical needs of the traveler, or are not reasonably available to meet mission requirements.