Welcome and Thank You for Attending

Travel Agent Reservations and Requests

Agenda
- Course Objectives
- Booking reservations
- Reservation requests
- Fares/contract vs. non refundable
- Policies
- Carriers
- FAA and International policies
- Group bookings
- Hotel and car bookings

Course Objectives
- In regard to University Travel, participants will:
  - Better understand the reservation request system
  - Better understand airline reservation policies
  - Better understand FAA and international reservations
  - Be able to prepare proper reservation requests and bookings
  - Know where to find other help regarding travel
Office Location

- For Mail:
  - 201 S. Presidents Circle
  - Room 416
  - Salt Lake City, UT 84112
- For Walk-in:
  - Bldg. 36 – Old Museum of Fine Arts

Making a Reservation

- Online Reservation Request - DEMO
  - www.travel.utah.edu
- Phone
  - 587-9005
  - Best rates in am hours
  - Emergency contact after hours 1800-358-1055
- Voicemail
  - Current day changes – call by 3:00pm
  - Use forms to make reservations and confirm

Required Information

- Names as issued on government ID
- Dates– arrival and departure
- Destinations–Airport if known
- Specific times–helps determine best schedule
- Travel number and Chart field info - cannot book or issue without both
Submit a Reservation Request Online

- Department submits online form
- Travel office procedures
  - Placed on hold only
  - Require up to 5 business hours to complete request
  - We email and wait for confirmation or a reply with questions
- Reservation comments
  - Will be provided at the top of the itinerary
  - Will say, “on hold only” or “e-ticket confirmed/issued”

Confirmation Requests

- Auto Reply
- www.travel.utah.edu
- Must be submitted if you have submitted a Reservation Request.

Voicemail Messages

- Required information prior to reservation
  - Contact information, name of traveler, depart dates and destination
- Required information after reservation
  - Name of traveler, spelling or booking locator
Required info to locate itineraries

- Name: Stewart/Russell
- Booking Locator: top, right hand side across from name  
  - 75MJW5
- E-ticket number: bottom of itinerary  
  - E00612121654

Profiles

- How to set up  
  - Website: www.travel.utah.edu
- Benefits: stay in system permanently
- Information and security

Upgrades

- Medallion Upgrades  
  - Automatic based on status
  - Platinum – 5 days out
  - Gold – 3 days out
  - Silver - 1 day out
- Y class upgrade instantly
- Non Medallion upgrades, purchasing with mileage, based on booking class Y, B, M
Non-Refundable Fares

- Instant purchase
- Airline fares and rules
- Price not guaranteed until the ticket is issued
- Space will hold for 24 hours and then auto cancel
- Fees and changes
  - 12.00 service fee
  - Penalties will range from $100.00 or more, plus difference in fare
- Advance purchase requirements, 7 day, 14 day, 21 day
  - Tickets are cheaper
  - More options

Contract fares

- State Government contracted fares
- Contract fares have a 30.00 service fee
- Refund and change without a penalty
- No restrictions
  - No advance purchase, minimum/maximum stay requirements
  - Two fare levels

State Contract Ticket Charges

- Fees - $30.00 per service
  - Ticket
  - Refund
  - Change
- Possibility of increase in fare due to availability
- Permitted anytime on contract fares
Review Itinerary

- 24 hr policy
  - Void without penalty, no fare guarantee
- Schedule Changes, remarks
- Responsibility
  - Travel Planner/Traveler
  - Agency error
- When in doubt, CALL.

Name Changes

- NOT ALLOWED
- Must match state or federal identification
  - No nick names

Past Itineraries

- Copies of Itineraries for reimbursement
- Save Copies of all itineraries
  - Emailed itinerary
  - Agency cannot access information past 90 days
Paper Tickets

• Requirements
  - Non validating carriers
  - Multiple carriers

• Paper vs. Electronic
  - Must have ID and ticket in hand with paper
  - Only need ID and boarding pass with electronic

Airlines We Use

• Domestic Carriers
  - All major carriers
  - Jet Blue – requires instant purchase

• International Carriers
  - Some may not have electronic agreements

Southwest

• Southwest, online only
• Book on personal credit card and get reimbursed
• Special circumstances
• Changes
International Booking Policy

- Time requirements
  - Pricing takes more time
  - Itinerary within 24 hours
- Airline agreements
  - Some may require paper tickets, or personal credit card only
- Fly America Act
  - Use American carriers as far as you can
  - Exceptions granted through Grants and Contract Accounting only
  - Policy Website
- International upgrades/business class
  - Must advise at time of booking for upgradeable booking class
  - Travel planners follow through with airlines once ticket issued

Groups

- Greater than 10 with same travel dates/destination
- Call agent direct
- Will require some time to negotiate and find rates
- Non refundable groups and contracted rate groups
- Changes
  - Name changes allowed
  - Fees involved - varies

Hotel Bookings

- Requirements
  - Credit card guarantee
  - Pre payment through travel accounting
- Preferred Local Hotels for visitors
  - Website: www.travel.utah.edu
  - Travel number to pay
- May request hotel and car on reservation request
Car Rental
• Contract with Budget and Enterprise
• Insurance included in cost
• Traveler puts on personal credit card
  – Submit for reimbursement
• Fast break numbers- quicker pick-up
• Decline all additional insurance

Travel Accounting
• Separate from Travel Agents
• What types of questions go there?
  -Reimbursements, Check requests, Hotel Prepayment, Etc.
• 581-7142
  -Darrin Robertson
  -Tia Meidell
  -Kamille Kimber
  -Kai Tohinaka
  -Karen Hastings

THANK YOU FOR ATTENDING!!
• Any comments or questions?
• DEMO