

Frequently Asked Questions About Emory's New Policy for Booking Air Travel

Universities, including Emory, have an interest in safe, efficient business travel. Thousands of faculty, staff and students travel on Emory business each year and Emory spends millions of dollars for them to do so. For example, Emory spent \$10 million on airfare in FY09 alone.

To support the overall efficiency, safety and cost-effectiveness of its business-related travel, Emory will change its policy on April 1, 2010 for booking air travel. **Effective on that date, Emory travelers will be required to book their air travel through one of Emory's on-line or agent assisted air travel providers in order for Emory to reimburse or pay for their airfare.**

The change in policy applies to Emory's faculty and staff traveling on work-related business funded by Emory, including grant and sponsored programs. The policy also applies to students on travel funded by Emory.

This change will help ensure all Emory travelers have access to emergency travel assistance through International SOS (ISOS). To maximize the effectiveness of this travel assistance, Emory strongly encourages that all faculty, staff and students who are traveling abroad create an 'emergency contact' profile with ISOS before leaving the country. Please visit www.international.emory.edu and review the FAQs below for more information on ISOS.

Emory is implementing this new air travel policy for the following reasons:

- Travelers who book through Emory's air travel providers will automatically have their travel itineraries uploaded to the ISOS site with no action needed by the traveler. This allows Emory to reach its faculty, staff and students in the event of an emergency.
- Booking airfare with designated air travel providers allows them to apply Emory policies and procedures to each reservation.
- Travelers who book through Emory's air travel providers can directly bill their travel costs to an Emory account via SmartKey, rather than paying with personal funds.
- Unused tickets purchased through Emory's air travel providers and cancelled through the same air travel provider can be tracked for later use.
- Emory's air travel providers will assist with booking tickets in order to remain compliant with restrictions for federally funded Sponsored Programs, e.g., the "Fly America Act."
- By booking airfare through Emory's air travel providers, travelers have access to all carriers' fares, unlike booking directly via one airline's site with access only to fares for that specific airline. Being able to view the multitude of airfare options allows the traveler to select competitively priced fares that may be lower than those offered on any single airline site.
- Consolidating Emory's air travel through its air travel providers allows the University to negotiate more advantageous airline discounts for future travel. For example, Emory travelers who booked Delta flights via Emory's air travel providers saved a total of \$126,000 in FY09.

To view Emory's travel policies, including its new air travel policies, visit www.travel.emory.edu.

General Air Travel Policy Questions Associated with Emory-Related Business or Emory-Sponsored Programs

Q: What benefits does Emory receive through the use of its air travel providers?

A: Emory's travel providers provide "traveler tracking" through ISOS, which enables Emory to locate and assist travelers in the event of an emergency. Utilizing Emory's air travel providers ensures that travel itineraries are automatically loaded into ISOS

These air travel providers are able to review all flights across multiple airlines and allow Emory travelers to make quicker and smarter travel decisions.

Emory is able to track its spending with a particular airline and negotiate better pricing with that airline in the future.

The use of Emory's air travel providers also provides travelers with the ability to bill Emory accounts directly for work-related travel rather than paying via personal accounts and submitting for travel reimbursement later.

All Emory travelers should be mindful of the fact that the University is managing a \$10 million annual institution-wide airfare program, and that there may be occasions where exceptions to the overall policy seem more economical. Emory will continue to work to reduce costs and improve efficiencies with its air travel providers, and with Delta, the carrier through which it conducts most of its business

Q: Why require Emory's air travel providers if I can find a cheaper fare on my own?

A: Emory's air travel providers offer a variety of travel options and negotiated service fees. Travelers may be able to find what appear to be less expensive fares on leisure-type sites, but when associated change fees, service fees and refund penalties are added to the cost of the ticket, fares that appeared economical may prove to be more expensive. Importantly, using an Emory air travel provider ensures your itinerary will be uploaded to ISOS emergency travel services. Ultimately, Emory's goal is to work through a select group of travel providers that provide the most effective travel cost *overall* for Emory travelers.

Q: What are the specific benefits provided by each of the Emory's air travel providers?

A: Depending upon your specific needs, here is a summary of the benefits:

Travelocity Business' online booking tool:

- automatically uploads travel itineraries to ISOS for traveler tracking

- shops for best price and schedule across multiple airlines
- provides Emory-negotiated Delta discounts, if applicable to your flight
- positions Emory to negotiate better discounts in the future
- bills airfare directly to SmartKey and avoids out of pocket expenses
- tracks unused airline credits for future travel
- \$0 agency fee for online booking, \$21 if agent-assisted

BCD Travel and Maupin Travel’s Agent-Assisted Services:

- automatically uploads of travel inquiries to ISOS for traveler tracking
- agents shop for best price and schedule for multiple airlines
- provides Emory-negotiated Delta discounts if applicable for your flight
- positions Emory to negotiate better discounts in the future
- bills airfare directly to SmartKey and avoids out of pocket expenses
- tracks unused airline credits for future travel
- provides guidance and assistance on all travel-related questions
- \$29.50 agency fee for tickets booked (\$11.50 if using BCD Travel’s online tool to book tickets)

Q: What are the agency fees for Emory’s air travel providers?

Travelocity Business	\$0 \$21	online booking agent-assisted
BCD Travel	\$29.50 \$11.50	agent-assisted online booking
Maupin Travel	\$29.50	agent-assisted

***Please note that these travel partners must be accessed online via www.travel.emory.edu.**

Q: What if I find a cheaper airfare on another online tool?

A: It depends on where you find it. Prices found directly on an airline’s site (or sites such as Expedia, Orbitz, etc.) are also available through Emory’s air travel providers. Only Emory’s providers offer Emory-negotiated Delta discounts to your Delta flight, if applicable. Please note that using non-preferred travel providers will not ensure access to ISOS and the emergency services provided by ISOS.

Cheaper tickets found on priceline.com, cheaptickets.com, etc, can be deceptively inexpensive purchases for business travelers. These types of prices operate on last-minute deals and tend to only be a discount if booking at the last moment. For pre-planned trips, this type of shopping does not provide the traveler, or Emory, any benefits. Additionally, these tools do not provide Emory with any traveler tracking in a time of crisis.

“Consolidator fares” are typically less expensive up front but they may be more expensive if your travel plans change or cancel. These providers also do not provide Emory with any traveler

tracking in the event of an emergency.

Q. Can I change my flight plans if needed (same day, different flight or different day altogether) and in doing so, I incur a “change fee”?

A. Yes, all travel providers can assist a traveler in changing flight plans. If the reason for the change to flight plans was business-related, your change fee would be payable or reimbursable by Emory. If the reason was personal, then the change fee would neither be payable nor reimbursable by Emory. The determination of whether a change to flight plans was business-related shall ultimately be made by the traveler’s supervisor.

Q. If a traveler buys an airline ticket from a non-Emory travel provider prior to the effective date of the new policy, April 1, 2010, but travels after that date, will payment for the airfare then be denied?

A. No. The new policy of using Emory travel providers affects air travel *booked* beginning April 1, 2010 and beyond. Air travel booked prior to April 1, 2010 is not affected by this policy change regardless of when the travel actually occurs.

Q. What if my travel is on behalf of a granting-agency and the granting-agency mandates that its own agency be used for this particular grant-related work?

A. If a particular grant specifically requires a certain travel vendor be used, the travel will be reimbursed – this would need to be specifically noted on the travel reimbursement request including specific grant identifier information. For more information, contact Jennifer Hulse, Director of Communications and Marketing for Emory Marketplace, who oversees Emory’s air travel services (404-727-8096; Jennifer.Hulse@emory.edu).

Q: Will Emory pay or reimburse its travelers for the checked bag fees?

A: Yes, Emory will pay or reimburse for these fees for Emory travelers, provided they are for a reasonable amount of checked bags relative to the business portion of the trip.

Q. Do Emory’s travel providers have access to the lowest available fares and all flight options?

A: Yes. All Emory’s air travel providers subscribe to Global Distribution Systems (GDS), the electronic systems that store and retrieve airfare prices for all fares and flight options. The GDS databases supply Emory’s air travel providers with the same information in order to maintain a level playing field across the industry.

Q. What if I want to have a family member travel with me while I am traveling on Emory business?

A. The Emory air travel providers are designed for Emory business travel. However, BCD Travel’s agent-assisted service offers some flexibility to help accommodate a family member. BCD Travel, upon request, can arrange both the Emory traveler’s flight as well as the family

member's flight and charge both flights to a personal credit card. Upon return from the trip, the Emory traveler can submit their portion of their itinerary at that time for reimbursement.

Or, upon request, BCD Travel can direct bill the Emory traveler's SmartKey for the airfare and then charge the family member's airfare to a personal credit card. This would eliminate the need for the Emory business traveler to wait for reimbursement.

Q: Are there benefits by using Emory's air travel providers when cancelling air travel?

A: Yes. Air travel that is booked through Emory's air travel providers and cancelled through the same booking travel provider will allow the provider to track any unused airline credits so that they can be used at a later date. Airline change fees still apply.

Q: Can I keep the frequent flyer points I earn while traveling on behalf of Emory?

A: Yes. Emory allows its travelers to keep frequent flyer points earned while traveling on Emory business. Travelers should provide their frequent flyer numbers to Emory's air travel providers when booking tickets in order to receive frequent flyer points.

Q: Can I book First Class or Business Class airfare?

A: First Class air travel is not permitted. Business Class is allowed for international flights at least six hours in duration. Please note that Sponsored Program travel does not permit expensing First Class or Business Class travel.

Q: Can I book an upgradeable airfare?

A: No. Emory does not permit travelers to purchase upgradeable fare tickets. An upgradeable fare is priced higher than a non-upgradeable fare. Upgradeable fares allow travelers to use personal frequent flyer point to get a First Class or Business Class ticket.

Q: Can travelers with elite frequent flyer status find cheaper tickets directly with the airline than those booked through Emory's air travel providers?

A: The same prices found on airline sites are also found through Emory's air travel providers, even for elite frequent flyers. Additionally, Emory negotiates discounts with airlines such as Delta, so it is usually advantageous to book through Emory's air travel providers to obtain the Emory discount.

Q: Are the same seating choices available when booking through Emory's air travel providers?

A: The same seats are available when booking through Emory's air travel providers, but an extra step is necessary if a traveler wishes to reserve an exit row seat online. Travelers booking online will need to book a ticket with Emory's air travel provider and then switch the seat online or via phone with the air travel provider to book an exit row seat.

Q: What is the best way for me to pay for my Emory work-related airfare costs?

A: The best way to pay for travel costs depends on the frequency of your Emory travel. Visit Paying for Travel (www.finance.emory.edu/home/travel/payingfortravel.html) to find out which option is best for you.

Q: What should I know if I am booking air travel on a federally funded Sponsored Program?

A: Federally funded Sponsored Program travel has tight travel restrictions. For example, the “Fly America Act,” which requires international travelers to use a U.S. airline rather than a foreign carrier, when available. Emory’s travel providers will assist with booking in order to remain in compliance with the Act.

For more information on travel using Sponsored Program funds, visit the Emory Travel website and the travel policies related to Sponsored Programs travel (www.finance.emory.edu/home/travel/sponsoredprogram.html).

Specific International Travel Policy Questions Associated with Emory-Related Business or Emory-Sponsored Programs (international travel defined as “travel outside of the 50 United States, its territories and possessions”)

Q: What is International SOS (ISOS) and is it available for all Emory travelers?

A: ISOS is available to all Emory travelers on work-related business or on Emory-sponsored programs. The ISOS services are designed to improve the safety of Emory’s travelers. Services include:

- Providing pre-trip health and safety assistance
- Finding a local doctor while abroad
- Monitoring your medical condition and when necessary, evacuation to a location providing medical care if local care is inadequate
- Assistance with lost documents or legal issues
- Providing evacuation and assistance in the event of security or terrorism incidents
- Personal travel before and/or after work-related business or Emory-sponsored travel may be covered by ISOS. Please check the ISOS site for more details.

Q: How do Emory travelers register for ISOS?

A: When Emory faculty and staff use Emory’s air travel providers they will have their travel itineraries automatically uploaded into ISOS’s travel locator service.

If an Emory air travel provider is not used (per a pre-travel written exception), travelers must upload their itineraries into ISOS. To upload a travel itinerary and learn more about other benefits of the ISOS program, visit www.international.emory.edu.

Q: How has ISOS assisted Emory faculty, staff and students?

A: In the last year, ISOS provided services to Emory travelers in countries such as Haiti, South Africa, Spain, India, Honduras, Singapore, Israel, Morocco and Bolivia. Travelers received assistance for pre-existing conditions and allergies, suspected malaria, emergency evacuations and for security concerns, among other reasons.

Q: How does an ISOS profile benefit the traveler and what actions are needed to be compliant? What is the difference between an ISOS profile and a travel itinerary?

A: An ISOS profile is detailed information about you as a traveler that is kept on record with ISOS. (ISOS profiles are labeled an “emergency record” on the ISOS site.) Profile information can include medical history, emergency contacts, passport and visa numbers, etc. All international travelers, regardless of travel frequency, are strongly encouraged to create and maintain a profile on the ISOS site prior to travel. If you have an emergency overseas, ISOS will be able to access, at your request, your profile information.

A travel itinerary (labeled as “travel records” on the ISOS site) is specific to each trip. It is important for Emory to know where its faculty, staff and students are in the event of an emergency. If a traveler books a domestic or international ticket through one of Emory’s air travel providers the itinerary is automatically uploaded to the ISOS site, and no action is needed by the traveler. The travel itinerary alone, however, does not provide medical history, emergency contacts, passport and visa numbers, so creating and maintaining a current profile is the best way to ensure most effective and comprehensive services are available if needed.

Q: How can I get assistance planning an Emory trip abroad?

A: Emory hosts an international site (www.international.emory.edu) for faculty, staff and students that provides answers to questions about travel, research and business abroad. International travelers should review the site before leaving the country.

Q: Where can I go if I have specific questions about international travel?

A: Additional questions can be directed to Mari Frith, Office of International Affairs, mari.frith@emory.edu, 404-712-4678 or Jennifer Hulse, Financial Operations, jennifer.hulse@emory.edu, 404-727-8096.

Q: How can I find information about international group travel? Conducting business abroad? Travel related to an Emory grant? Hosting foreign visitors at Emory?

A: Visit www.international.emory.edu for information on all of these topics and many others.

Q: How will my group health benefits apply to international travel?

A: Contact Emory University's Benefits Department at 404/727-7613 to learn more, or visit www.hr.emory.edu/eu/benefits/index.html.

Q: What do I need to know about worker's compensation for international travel?

A: Emory's worker's compensation policy excludes coverage for countries under U.S. trade or economic sanctions as well as a few other countries they deem unsafe. Please visit www.international.emory.edu for additional information. If you are traveling to an excluded country, you may call the Office of Risk and Insurance Services to see if special arrangements may be made.