

PROGRAM OVERVIEW

West Virginia State Travel Management Office

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Travel Management Office

State of West Virginia



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PROGRAM OVERVIEW

West Virginia State Travel Management

- State Travel Management Office
 - **Responsibilities:**
 - Serves as administrator in overseeing the Governor's Travel Regulations.
 - Approves exceptions to travel rules.
 - Coordinates contracts for travel management services, travel credit card, rental vehicles and hotels.
 - Recommends reimbursement rates for mileage, meals, etc.



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West Virginia State Travel Management

- State Travel Rule
 - Issued by Purchasing Division to offer guidance on various modes of business travel, including air, ground and rail transportation;
 - Provides direction for meal reimbursement, registration fees and other expenses;
 - Offers payment instruction:
 - Forms of payment for business travel
 - Cash advances
 - Direct billing
 - Reimbursements



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West Virginia State Travel Management

- State Travel Rule:
 - **Payment for Business Travel**
 - Currently, travelers should use State Travel Card for business-related expenses;
 - An Automated Expense Reporting Software is presently out for bid. This software is expected to:
 - Increase control of spending through policy compliance;
 - Reduce cost through automation;
 - Fine-tune policies using valuable expense data.



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West Virginia State Travel Management

- Current Travel-Related Contracts/Agreements
 - Car Rental Services [CRENTAL04]
 - Contractor: Enterprise
 - Motel and Hotel Accommodations [MOTEL04]
 - Discounted rates via agreement for state travelers
 - List of hotels offering discounts available at Travel Management's website



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- Current Travel-Related Contracts/Agreements
 - State Travel Card [TCARD02]
 - Contractor: United Bank [MasterCard]
 - Financial liability resides with cardholder
 - Legislation was passed allowing the usage of the State Purchasing Card for travel
 - Outcomes expected include increased revenue opportunity through channeling expenses to centrally paid card accounts



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West Virginia State Travel Management

- Current Travel-Related Contracts/Agreements
 - Travel Management Services
 - Contractor: National Travel
 - Coordinate arrangements for state travelers, including airfare, lodging and ground transportation
 - 24/7 assistance or support if contingencies arise.
 - Charge \$14.50 per online booking; \$27 per agent-assisted booking
 - National Travel software allows agents to access various websites using a single search



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West Virginia State Travel Management

- Benefits to the State
 - Travel policy enforcement
 - Audit of airline travel
 - Centrally billed account reconciliation
 - Cost/savings analysis
 - Travel control/security



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West Virginia State Travel Management

- Benefits to State Travelers
 - One call travel arrangements
 - Best schedules and pricing
 - Refunds/reissues/documentation
 - 24/7 in-route assistance
 - Advocacy and money recovery
 - Online invoice and refunds
 - \$200,000 flight insurance



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- Systems and Technology
 - Web-based reporting
 - Independent quality control monitoring
 - Web scan software, 31+ sites simultaneously
 - Online reservation capability



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- Current Travel-Related Contracts/Agreements
 - Other Agreements:
 - Delta Airline
 - SkyBonus Program
 - » Earn points on all eligible flights with Delta; Points are earned based on revenue
 - » 50 points earned for each \$1,000; The average free ticket is 500 points



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- Goals
 - Improved adoption of online booking;
 - Implementation of end-to-end travel system that integrates approval, booking and payment processes with financial systems;
 - Pursue airline discounts and city-pair fare agreements.



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