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## Contact Us

### Accounting

[Acctg-admin@uthscsa.edu](mailto:Acctg-admin@uthscsa.edu)

### Purchasing

[purchadmin@uthscsa.edu](mailto:purchadmin@uthscsa.edu)

### HSC Travel Services

[traveladmin@uthscsa.edu](mailto:traveladmin@uthscsa.edu)

**TO:** Executive Committee Members, Department Heads,  
Department Administrators, Faculty & Staff

**FROM:** Andrea M. Marks, MBA, CPA  
Vice President and Chief Financial Officer

**SUBJECT:** Changes to UT Contracted Travel Agencies for Business Travel

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Effective Wednesday, May 15, 2013, UT System has awarded a joint contract with Corporate Travel Planners, Inc. and Anthony Travel, Inc. for purchase of airline tickets and other travel services. Our contract with Alamo Travel was terminated effective May 14<sup>th</sup>. Use of the UT System contracted agencies is mandatory, with limited exceptions.

Over the past two years, the UT System Travel Council worked to negotiate and secure a favorable system-wide travel agency contract. The resulting contract with Corporate Travel Planners and Anthony Travel is expected to generate a 15% savings systemwide in travel agency fees. The contract gives UT travelers a choice between two agencies with 21 agents dedicated solely to UT business travel.

For UT business travel, the agencies will have access to the popular online web fares of Southwest and all other airlines. The new contract will translate to better pricing for Health Science Center official travel. In addition, travelers and departments will no longer see the \$22 ticketing fee formerly charged with university paid travel (UPT). As always, travelers using UPT will have their airfare purchased directly by the university, alleviating the need to request reimbursement for airfare after the business trip is completed. Both agencies have used the same layout for their websites, to make it easy for a UT traveler or administrator to find the needed travel information.

Please refer to the table on the following page for the contact information and hours of operation of the two contracted travel agencies.

<u><i>Corporate Travel Planners, Inc.</i></u>	<u><i>Anthony Travel, Inc.</i></u>
San Antonio, TX Hours of Operation: 8:00 AM – 6:00 PM CST, M-F Toll-Free: (866) 366-1142 Fax: (888) 605-6555 Email: <a href="mailto:UTHSCSA@ctp-travel.com">UTHSCSA@ctp-travel.com</a>	Austin, TX Hours of Operation: 8:00 AM – 6:00 PM CST, M-F Toll-Free: (800) 684-2044 Fax: (866) 921-6242 Email: <a href="mailto:UTHSCSA@anthonytravel.com">UTHSCSA@anthonytravel.com</a>
Online Help Desk for Concur Booking Tool: (877) 727 5188	
<i>After Hours Emergency</i> (800) 441-6512 VIT Code S2P2A <a href="http://ut-ctp.com">http://ut-ctp.com</a>	<i>After Hours Emergency</i> (800) 342-9008 VIT Code S4RRG <a href="http://utsystem.anthonytravel.com">http://utsystem.anthonytravel.com</a>

## Mandatory use of UT Contracted Travel Agencies to procure airfare

In order to negotiate the most favorable rates for airfare and related travel agency fee structure, all components of the University of Texas System are committed to using the contracted agencies exclusively for purchase of airfare. For this reason, UT System has made use of the contracted travel agencies mandatory for purchase of airfare for university travel.

### Exceptions to mandatory use

The following are allowable exceptions to policy of mandatory use:

- Unplanned emergency situations that cannot be foreseen.
- The traveler has access to meeting/conference rates/discounts that cannot be accessed by the approved UT travel agencies.
- The traveler’s airfare is paid for by a third party.
- The traveler can get airfare at least \$100 cheaper than the comparable fare (same date, route, booking class) available through the UT contracted travel agency, **and**
  - **advance approval** is obtained by the paying department (DEPT approver of the travel requisition)
  - documented proof of ‘apples-to-apples’ comparison is provided with the travel voucher requesting reimbursement of the traveler for the airfare purchased. *Please note that the UT approved travel agencies will provide fare quotes for travel dates in the future at no cost, but not for travel on past dates.*

Airfares for university travel that have already been purchased as of the issuance of this bulletin do not need to meet the new requirements. To give the university community time to transition to the new travel agency contracts and requirements, we are allowing a two month grace period, from May 15 – July 15 for travelers, and for staff who plan university travel, to become familiar with the changes. During this time, airfares purchased by the traveler directly will be reimbursed to the traveler via travel voucher submission without regard to meeting the exceptions noted above. Please note that after this grace period has elapsed, airfare may not be reimbursed if purchased by a traveler who repeatedly disregards the new requirements to purchase fares through the contracted agencies.

As part of the new contract, the Corporate Travel Planners will make available to the university community a new online airfare booking and travel management tool that will allow travelers and administrators to customize their travel preferences and access travel planning services via multiple online platforms. Please watch for additional news regarding the availability of this tool in the near future.

To access the travel agency information, use the links to the travel agency web sites on pages 1 and 2 of this bulletin.

Please contact [traveladmin@uthscsa.edu](mailto:traveladmin@uthscsa.edu) or Vikki Ross, Senior Director of Supply Chain Management, at [rossv@uthscsa.edu](mailto:rossv@uthscsa.edu) with any questions or requests for additional information.