



UNIVERSITY OF TASMANIA

Division of the Deputy Principal

Memorandum

To: Deans, Heads of Division, Section, Schools and Institutes
From: Richard Easter, Acting Deputy Principal
Date: 12 October 2001
Subject: New Travel Agency Arrangement

New University travel agency arrangements will come into effect from 5 November 2001.

Following a competitive tender for the provision of travel agency arrangements for the University, a contract has been entered into with the National University Travel Consortium (NUTC). The NUTC has negotiated with Qantas and selected travel agents for a corporate travel agency arrangement for the University. A key feature of the arrangement is that rebates are provided up-front with discounted travel prices offered at the time of quotation.

Under this agreement, three selected travel agents will provide travel services:

- American Express International Inc.
- RACT Travel Services
- STA Travel

The discounts under this arrangement will only be available through one of the nominated travel agents when bookings are made. Therefore, to maximise the benefits of this agreement, all travel should be booked with one of the agents listed above utilising Qantas services.

To access the discounted fares the following process should be followed:

1. Telephone, call personally or Email one of the selected agents.
2. State that you wish to book official University travel.
3. Select travel on the basis of itinerary, price etc.
4. Pay by University Business Card or by University Purchase Order.

The services to be provided by these agents are detailed at Attachment A. Contact details for each of these agents are provided at Attachment B.

Information sessions, conducted by the University and the selected travel agents, will be held on the following dates. Please advise all staff of the above arrangements and information sessions.

Hobart

Time: 10 to 11am
Date: 1 November 2001
Venue: University Centre

Launceston

Time: 10 to 11am
Date: 2 November 2001
Venue: Sir Raymond Ferrall Centre

If you have any queries in relation to this arrangement please contact Reg White on ext 7120.

Schedule 1- Travel Services

Item 1 - Travel Services

American Express, Ract Travel Services And STA Travel will provide the following travel services to University of Tasmania for both domestic and international travel.

- airline bookings, with a focus on best fare, best route, and reliability of carriers
- accommodation, with accurate information about availability, cost, location, quality and facilities
- car hire, including information about choice of companies, rates, accessibility, pick up and drop off arrangements
- information about destinations, such as:
 - maps
 - local transport, including most common mode, cost and tipping protocols
 - climate
 - currency and prevailing exchange rates
 - visa requirements
 - notice about major local events which may impede access to local services and facilities
- membership of Qantas Club at corporate rates

Item 2 - Associated Travel Services

- personal service and itinerary planning by experienced staff
- personal computer profile on regular travellers
- fully computerised reservations and ticketing facilities
- traveller's cheques and foreign currency from a Foreign Exchange Centre located within the office
- passport and visa handling
- newsletters
- conferences and group travel
- charge back facilities for hotel and car hire reservations
- sales representative to provide a close liaison with University of Tasmania staff
- courier service for your travel documents to your office or airport delivery
- electronic ticketing facilities
- pre-paid phone cards
- after hours emergency assistance
- payment of Departure Tax, Noise Abatement Tax and other charges
- provision of Management Information System Reports as required
- monitoring of Key Performance Indicators
- provision of training
- travel service updates
- information on invoices

Item 3 - Conduct Of Service

- prompt responses to enquiries and, unless otherwise agreed, a maximum 24 hour turnaround time for replies to requests and quotes
- accurate and timely quotes of the best available price (that is, final net cost)
- accurate and comprehensive itineraries by Email or facsimile
- attention to detail
- attention to the needs and preferences of the traveller
- direct accessibility to travel consultants by telephone and Email
- a comprehensive service to travellers en route and 24 hour emergency backup
- travel arrangements at very short notice on high demand routes