From: Holden, Nina (NIH/NCI) [E]
To: NCI DCTD Travel Planners;
Subject: FW: Info for Travel Planners - Double Booking
Date: Monday, March 15, 2010 5:02:43 PM

Good Afternoon All. There is still a problem with double booking reservations. Please see the notations below.

Sincerely,

Nina Holden
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From: Carney, Deborah (NIH/NCI) [E]
Sent: Monday, March 15, 2010 5:00 PM
To: Bishop, Jamie (NIH/NCI) [E]; Brooks, Pamela O. (NIH/NCI) [E]; Canty-Collins, Roberta (NIH/NCI) [E]; Condon, Aaron (NIH/NCI) [E]; Corey, Christopher (NIH/NCI) [E]; Culley, Nicole (NIH/NCI) [E]; Curington, Christina (NIH/NCI) [E]; Daley, Leonie (NIH/NCI) [E]; Davis, Brett (NIH/NCI) [E]; Dixon, Debra (NCI OM ARC); Guyton, Vanessa (NCI OM ARC); Haller, Denise (NIH/NCI) [E]; Holden, Nina (NIH/NCI) [E]; Hunter, Sabrina (NIH/NCI) [E]; Knight, Karen (NIH/NCI) [E]; Lowery, Amber (NIH/NCI) [E]; Muhammad, Maryam (NIH/NCI) [E]; Peigh, Alan (NIH/NCI) [E]; Perkins, Josephine (NIH/NCI) [E]; Richardson, David (NIH/NCI) [E]; Robinson, Carrie (NIH/NCI) [E]; Smith, Pritee (NIH/NCI) [E]; Stewart, Nichole (NIH/NCI) [E]; Wilcox, Jessica (NIH/NCI) [E]; Williams, Rashida (NIH/NCI) [E]
Subject: FW: Info for Travel Planners

NCI HPOCs: please disseminate this information to your planners and approvers. Please ensure that they are not booking multiple flight reservations with Omega and/or online in GovTrip for the same trip.

Deb

From: Gaines, Joy (NIH/OD/ORS) [E]
Sent: Monday, March 15, 2010 3:31 PM
To: List NIH_TRAVEL-L
Subject: Info for Travel Planners

To Travel Planners:

1. Omega has brought to my attention that there are a number of travel planners booking flight reservations through Omega, and booking flights in Govtrip. The planners will later call to cancel the traditionally booked flights made with Omega in order to avoid the Omega full service fee, but still have what they perceive as the flexibility of reserving more than one seat. **Please remember and spread the word that Planners are at high risk of having both reservations cancelled by the airline for duplicate bookings.**

As I have mentioned in previous posts, the airlines systems are sophisticated enough to know when the same person is holding onto more than one seat. This practice must stop or the entire trip may be in jeopardy for making more than one reservation in Govtrip, with Omega, or both.

2. If the reservation was made in Govtrip, please DO NOT FAX a copy of the approved order to Omega. You only need to fax travel orders to Omega if the reservation was made traditionally by having an Omega agent book the flights for you.

3. **Something New**: If there is a specific topic that you would like me to address concerning Omega via this listserv, please contact me for consideration in future posts.

NIH Travel List Serv Information

Please share this valuable resource and encourage others to join the list by visiting: http://list.nih.gov. Once there, select, "Browse", type in the word "Travel" and select the option "NIH_Travel_L". Then, select "Join" and enter your name and email address.

Should you have any questions or concerns related to Omega, please do not hesitate to contact Joy Gaines,
NIH Travel Program Specialist in the ORS/DATS office at 301-451-9299.