From: Baker, Heather (NIH/NCI) [E]
To: NCI DCTD-ARC; Glenn, Larita (NIH/OD) [E]; Robinson, Larhonda (NIH/OD) [E]; Cropp, Monique (NIH/OD) [E]; Staton, Donna (NIH/OD) [E];
Subject: FW: News You Can Use
Date: Tuesday, January 12, 2010 12:11:47 PM

Please pass along to your planners.

From: Carney, Deborah (NIH/NCI) [E]
Sent: Tuesday, January 12, 2010 10:57 AM
To: Baker, Heather (NIH/NCI) [E]; Battistello, Kathryn (NIH/NCI) [E]; Bishop, Jamie (NIH/NCI) [E]; Brooks, Pamela O. (NIH/NCI) [E]; Cashman, Alice (NIH/NCI) [E]; Condon, Aaron (NIH/NCI) [E]; Corey, Christopher (NIH/NCI) [E]; Culley, Nicole (NIH/NCI) [E]; Davis, Brett (NIH/NCI) [E]; Dixon, Debra (NIH/NCI) [E]; Green, Angela Childers (NIH/NCI) [E]; Guyton, Vanessa (NCI OM ARC); Haller, Denise (NIH/NCI) [E]; Hinkle, Kristin (NIH/NCI) [E]; Knight, Karen (NIH/NCI) [E]; Muhammad, Maryam (NIH/NCI) [E]; Newball, Kimberlee (NIH/NCI) [E]; O'Donnell, Jenna (NIH/NCI) [E]; Robinson, Carrie (NIH/NCI) [E]; Smith, Pritee (NIH/NCI) [E]; Stephens, Elizabeth (NIH/NCI) [C]; Strickland, Joy (NIH/NCI) [E]; Wilcox, Jessica (NIH/NCI) [E]; Williams, Rashida (NIH/NCI) [E]
Cc: NCI ARC Managers; NCI ARC Deputy Managers
Subject: FW: News You Can Use
Importance: High

NCI Travel Contacts: please forward this information to your planners, approvers, and travelers.

Deb

From: Gaines, Joy (NIH/OD/ORS) [E]
Sent: Tuesday, January 12, 2010 10:54 AM
To: List NIH_TRAVEL-L
Subject: News You Can Use

Reminders for Travel Planners:

Airline Churning
With computer systems becoming more sophisticated, the airlines are able to determine when travel reservations have been “double booked” for the same traveler, same trip. This is referred to as “churning” in the industry. In other words, one cannot book traditionally by contacting Omega and then booking a reservation in Govtrip. The end result could be that the airline cancels one or both

reservations in their system. In addition, the airlines are charging penalty fees for churning, averaging around $50.00 per segment or leg of the trip. At this writing, Omega is paying the penalty fee for us, but it is likely that these fees will be passed on to the government.

Cancelling Reservations

When reservations are made in Govtrip they should be cancelled in Govtrip. If they are made the traditional way by contacting Omega they should be cancelled by contacting Omega.

Ticketing

- **Make sure tickets are issued BEFORE going to the airport**
- **If a fare increases less than $100, Omega will issue without a new approval**
- **If a fare increase is over $100, Omega will send back to GovTrip for approval**
    - **Omega CAN: Advise of major schedule changes**
    - **Omega CANNOT: Build or change GovTrip profiles**
    - **Omega CAN: Process refunds for unused tickets**

TSA Requirement

All domestic airlines and their travel agents are required to request all Secure Flight elements: full name **(as used on the ID to be presented at the airport)**, date of birth and gender.

All international airlines and their travel agents are required to request full Secure Flight elements: full name (as used on the ID to be presented at the airport), date of birth and gender, passport number, passport expiration date, and traveler nationality.

The Budget

This serves as a reminder that President Obama signed the spending bill for FY2010 into law. We are no longer under a continuing resolution.

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, Program Specialist in the DTTS office at 301-451-9299.

Joy Postell Gaines
Travel Program Specialist
Office of Research Services
Division of Amenities and Transportation Services
Office: 301-451-9299