



the general ledger

News from the Princeton University Office of Finance & Treasury

A New and Improved Travel Program

The Office of Finance and Treasury is pleased to share important information about the enhanced service offerings from our new travel agency partner, World Travel, Inc. The transition to World Travel from the current provider, Carlson Wagonlit Travel (CWT), is anticipated to be complete on Monday, November 6, 2017.

The travel program has been enhanced as part of an on-going review process to ensure efficient and effective support of travelers. Our review includes feedback from you and other users, as well as a review of travel data. There are several new aspects of the travel program:

- Full-time Princeton travel agents at World Travel
- Extended hours of operation of agents at World Travel
- Group travel support
- Increased savings with key travel suppliers
- Reduced service fees

A dedicated Princeton travel team at World Travel

To ensure travelers and travel arrangers receive quality personalized service at every turn, there will be a team of three World Travel agents dedicated full-time during business hours (see below) to support only Princeton travel.

We look forward to introducing the World Travel agent team at upcoming information sessions!

Extended hours of operation

The Princeton team at World Travel will be available to answer your calls and emails **Monday through Friday from 8:00 a.m. – 6:00 p.m. ET**. A dedicated phone number and email address will be published on travel.princeton.edu by Wednesday, October 25.

Group travel support

To support the complex requirements of group travel, one of Princeton's three dedicated World Travel agents will specialize in group travel reservations. The World Travel group specialist will partner closely with Susan Godfrey, Princeton travel program coordinator, to deliver logistical support for a wide range of group travel opportunities. More about group travel will be discussed during information sessions in October.



Increased savings with key travel suppliers

As part of ongoing efforts to provide services and savings for your key travel needs, we have renegotiated the University's United Airlines contract to include additional benefits and greater discounts, and reduced rates with other key travel suppliers, including Enterprise and Hertz. More details will be shared on travel.princeton.edu in the days ahead.

Reduced service fees

We have simplified and lowered the service fees for booking travel with the assistance of World Travel. Although we have contracted with World Travel for an increased level of service compared with our current program, by utilizing the rebate earned on travel expenditures we have been able to eliminate booking fees for rail, hotel, rental car, and limo reservations, and lower fees for individual and group flights.

There continues to be no charge for booking any type of travel online in Concur.

BOOKINGS MADE BY PHONE OR EMAIL:	CWT (CURRENT)	WORLD TRAVEL (NEW)
Individual air	\$30	\$20 per flight booked
Group air (10 passengers or more on same flight)	\$30	\$10 per passenger
Rail	\$15	\$0
Hotel, car rental, limo	\$10	\$0

DID YOU KNOW?

If you add your United MileagePlus number to your Concur profile, you can access our United Airlines contract discounts directly on United.com. In addition to receiving the University's contract rates, you'll receive e-receipts for your purchase and your reservation will be integrated with the University's travel care program to ensure you are supported while you travel. [Learn more](#)

DID YOU KNOW?

The University's American Airlines agreement provides complimentary preferred economy seating upgrades to AAdvantage members who have purchased their ticket through Concur or World Travel. Your AAdvantage Frequent Flyer number must be in your Concur profile to access preferred seating at no charge via <http://seatselect.aa.com/>. [Learn more](#)



Transition Information

We are working to ensure a seamless transition from our CWT agents to the World Travel team. If you have any questions regarding the dates and information below, please contact Linda Francis at lf5@princeton.edu or (609) 258-3709.

Thursday, November 2—5:00 p.m. ET until Monday, November 6—8:00 a.m. ET

- **Concur travel booking unavailable.** Beginning at 5:00 p.m. on Thursday, November 2 until 8:00 a.m. on Monday, November 6, users will not be able to book travel in Concur. Users will still be able to log in to Concur to manage expenses or perform other activities.

Friday, November 3 – Sunday, November 5

- **Existing reservations transferred to World Travel.** Reservations for travel that has not yet taken place, whether booked in Concur or with a CWT agent, will be transferred to the Princeton team at World Travel on Friday, November 3.
- **Urgent travel assistance.** If you require urgent assistance with your reservation during this time, the World Travel team will be available to help.
- **Postpone the creation of new travel reservations.** Please avoid making new travel reservations during this period if possible. If you need to book travel during this time, the World Travel team will be available to help.

Monday, November 6—8:00 a.m. ET

- **World Travel services available.** Create new travel reservations in Concur or by calling the Princeton team at World Travel!

Information Sessions

Information sessions will provide an overview of the new travel program and enhanced service offerings, including an introduction to members of the Princeton team at World Travel, transition information, and group travel support. Register in the Employee Learning Center.

- Wednesday, October 25, 3:00 p.m. to 4:30 p.m. – 701 Carnegie Center, MPR C
- Thursday, October 26, 3:00 p.m. to 4:30 p.m. – Frist Campus Center, MPR A
- Monday, October 30, 1:00 p.m. to 2:30 p.m. – East Pyne 010
- Wednesday, November 1, 10:30 a.m. to 12:00 p.m. – East Pyne 010

THANK YOU!

We are extremely grateful to our campus partners whose expertise and input guided us through the selection process for our new travel agency and helped us craft an enhanced University travel program. Thank you!

- Kathleen Allen, French & Italian
- Nari Baughman, School of Engineering and Applied Sciences
- Susan Bindig, Princeton Institute for International and Regional Studies
- Chris Brock, Athletics
- Angela Bryant, Near Eastern Studies
- Claire Elson, Human Resources
- Erin Graham, Office of the President
- Barbara Leavey, The Council of the Humanities
- Bob Leckie, Woodrow Wilson School
- Regina Savadge, Physics
- Nora Zelizer, Geosciences



PEOPLE

Linda Francis and Susan Godfrey



LINDA FRANCIS
Travel Program Manager



SUSAN GODFREY
Travel Program Coordinator

The University's Travel Program is aimed at delivering exceptional travel-related services, ensuring the safety of faculty, staff, and students while they travel. The program is managed by Linda Francis, travel program manager, and Susan Godfrey, travel program coordinator.

As manager, Linda's role is to design, implement, and provide support for a travel program that focuses on safety, service, and savings for University travelers. Prior to coming to Princeton's Office of Finance and Treasury, Linda was the Head of Employee Transportation for Sanofi Pharmaceuticals and had responsibility for travel, fleet management, meeting planning, a conference center, and aviation department.

In her role as travel program coordinator, Susan leads the University's group travel program. She provides planning and consultative services for campus partners and assists faculty and administrators with group travel planning and logistics. Her duties also include supplier management, both domestic and international, location sourcing, and contract review/negotiation for meetings and events. Prior to coming to Princeton, Susan owned and operated a tour company for 20 years. Her company planned and provided tours for student, outreach, and corporate incentive groups to Latin America.

Linda and Susan look forward to working with departments on their upcoming travel needs, and are excited about the new enhancements coming to the travel program!

Photos by Mark Czajkowski

DID YOU KNOW?

The University provides a free subscription to Triplt Pro to all faculty, staff, and students. Triplt Pro is a mobile app that organizes all your itinerary details in one place, and provides flight monitoring, seat tracking, price alerts, and more. Activate your free Triplt Pro subscription from your Concur homepage, or from the AppCenter tab in Concur. Need help? Contact the Financial Service Center at finance@princeton.edu.



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Office of Finance and Treasury
701 Carnegie Center
Princeton, NJ 08540
E: finance@princeton.edu
T: (609) 258-3080

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